



***Your Source for Learning
and Performance Solutions***



*Facilitating Learning
Guiding Visionary Change
Improving Performance*

2009

Program Schedule

WV Department of Administration • Division of Personnel • Organization and Human Resource Development

State of West Virginia
Department of Administration
West Virginia Division of Personnel



Organization and Human Resource Development

Joe Manchin III, Governor
State of West Virginia

Robert W. Ferguson Jr., Cabinet Secretary
Department of Administration

Tari McClintock Crouse, Acting Director
Division of Personnel

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Organization and Human Resource Development



Facilitating Learning...

Guiding Visionary Change Efforts...

Improving Performance

A Message from Governor Joe Manchin III to West Virginia State Government Employees



The prevailing theme of the recent presidential campaign was change and, with a new administration, no doubt there will be many changes. Awareness of a need for change in the workplace is also important.

Innovative technologies, new additions to the workforce, daunting financial and operational hurdles—all are expected to alter the ways in which we work. We can never predict the exact nature of the changes and challenges we will experience, but we can work to make the most of them.

One thing is certain: We must adapt to change if we expect to make progress. Recognizing the need to change, and finding ways to balance it and use it to our advantage, will give us the confidence to move forward.

The Division of Personnel's Organization and Human Resource Development (OHRD) experts are dedicated to helping you improve your performance. Their office was created to help every state employee - and manager - succeed in his or her job.

Please take advantage of the training and development opportunities available to you through OHRD. The skills you learn through their programs, along with the ideas and work methods that you discover through your own efforts, will serve you well in your career and beyond.

A handwritten signature in blue ink, reading "Joe Manchin III".

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strategic view

OHRD's Mission

The Organization and Human Resource Development office exists to facilitate learning, guide visionary change efforts, and improve performance.

As Consultants, OHRD serves West Virginia State Government agencies, administrators, and employees by providing individual, career, and organizational development services and innovating learning strategies.

Our Values

- We value high quality service that offers a variety of cost effective solutions and satisfies our customers' performance improvement and learning needs. *We take care of our customers.*
- We value teamwork characterized by learning and teaching, compassion, respect, and open communication. *We take care of each other.*
- We value a personal standard of excellence built on accountability, leadership, commitment and service. *We show leadership.*
- We value an environment that fosters creativity, energy, and a sense of play. *We have fun.*

manage the present, prepare for the future

A Message from Cabinet Secretary Ferguson

In a competitive and complex world, we are all called upon to not only deal with what is facing us *now*, but also with what's *next*.

We can't forecast the promise and pitfalls of the future, but we can be sure that they both await us. We can't predict exactly what is around the corner, but we know that we must be prepared to face whatever unknown forces and events lie there.

Our planning and preparation help us determine what steps we need to take. And no other investment can exceed that than that of learning skills which will enhance our professional development.

The programs and services offered by the Organization and Human Resource Development section (OHRD) are designed to help you manage the present and prepare for the future. Their wide array of training programs identifies the skills and knowledge required for success in our ever-changing environment.

In 2009, I again look forward to serving as a guest speaker in OHRD's training. In and outside of the classroom, I am eager to share insights with you and listen to your concerns and suggestions. It is through these interactions—and the thousands of others like them that take place within our classrooms, offices, and conference centers—that we prepare ourselves for the difficult, and promising, work ahead.

For it is through learning that we develop the capacity necessary to succeed. It is through learning that we develop a sense of commitment.

And, it is through learning that we identify opportunities yet to be discovered.



Robert W. Ferguson, Jr.
Cabinet Secretary
Department of Administration

A handwritten signature in blue ink that reads "Robert W. Ferguson, Jr." in a cursive script.



OHRD Services

performance solutions

Organizational Assessment

This intervention uses survey data, interviewing, focus groups, and observation techniques to diagnose organizational systems. Organizational assessment identifies strengths and weaknesses in systems and makes specific recommendations for improvement; develops action plans for identifying strategies, objectives, tactics, needed resources, logistics, and target dates; establishes baseline data necessary to plan and chart progress; conducts feedback sessions for managers and other employees; and facilitates implementation of action plans for agencies.

Program Schedule

In addition to administering the Supervisor/Manager Training Program Policy (DOP-P18), OHRD provides employee development programs each calendar year. An extensive competency development curriculum is offered through the annually-published Program Schedule. Training classes offered in the Program Schedule help develop the key competencies that enable individuals to improve their performance and stimulate their personal and professional growth.

Strategic Planning for Results

The Strategic Planning process guides an agency or division of an agency through several planning phases: assessment of readiness to plan, mission/vision/values formulation, identification of driving forces, strengths and weaknesses, and developing a specific customer service plan. This analysis is used as the basis for developing organizational goals, objectives, and action plans. Emphasis is placed on relating mission and plan to individual performance objectives. The overall goal is to involve key managers in planning for an organization's successful future.

Team Building

This service assists with learning about and developing strategies for examining and improving work group effectiveness; helps groups analyze their functioning, performance, strengths, and weaknesses, and facilitates an understanding of group dynamics, goal setting, problem solving, and conflict management processes.

performance solutions

Agency Development Plan

This service identifies individual and organizational training needs by using a systematic approach generated in collaboration with the agency and customized to meet the agency's unique needs. The resulting recommendation provides a written plan of agency developmental needs.

Change Implementation

This service supports managers and supervisors in their efforts to effectively manage planned change and to minimize disruption when change occurs unexpectedly. This service is predicated on (1) accepting change as a process, (2) understanding the natural resistance to change, and (3) planning strategies for successful change.

Customized Development Programs

Customized programs are developed to meet specific agency training needs by first conducting a training needs assessment and analysis. Following completion of this analysis, the training program is designed, delivered, and evaluated to meet the agency's requirements.

Facilitation

Groups solve problems and value effective decisions when they balance a task orientation with the concern for the needs of group members. A facilitator can assist a group in accomplishing these goals. This key person must balance the critical tensions associated with the structure, pace, interaction, focus, and concerns of the group. OHRD's facilitation service introduces concepts and methods for facilitating the process of group interaction and task accomplishment.

For more details about these and other performance solutions offered by OHRD, contact an OHRD Consultant:

Mark Isabella	304.558.3950 x.57248	mark.d.isabella@wv.gov
Mary Bolton	304.558.3950 x.57244	mary.s.bolton@wv.gov
Taella Woolfolk-Hill	304.558.3950 x.57247	taella.woolfolk-hill@wv.gov
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choosing the right solution

OHRD's Special Request for Services (SRS) System

What is an SRS?

By incorporating researched-based solutions with a unique understanding and knowledge of WV state government laws, policies, rules, processes and practices, OHRD offers specific training and consulting services that facilitate learning, guide visionary change, and improve performance. In addition to the training events listed in the annual Program Schedule, we offer training, development and consulting services to state agencies upon request.

These requests are filled based on specific criteria, including: connection to OHRD mission, needs assessment data, availability of consultants, and workload priorities.

How is an SRS Processed?

A requestor completes a Special Request for Services Form with the preliminary needs assessment information and submits it to the OHRD office.

(Note: the requester's signature section of the request must be completed.)

The request is assessed by the SRS Review Committee and an approved/denied determination is made based on established criteria, including connection to OHRD mission, needs assessment data, availability of consultants, and workload priorities. OHRD may request additional data from the agency.

If the request is approved, OHRD will contact the requestor and conduct a more in-depth needs assessment. An SRS Agreement is drafted and signed between Division of Personnel/OHRD, and the requesting agency. Logistical arrangements are secured so that the service can be provided in an efficient and effective manner. (Note: Agencies will agree in advance to cover expenses including, but not limited to, materials, supplies, mileage or vehicle rental, lodging, and per diem according to state travel regulations.)

If the request is denied, a letter of explanation will be mailed to the requestor/requesting agency and alternatives will be discussed.

choosing the right solution

OHRD's Special Request for Services (SRS) System (continued)

What are some typical assessment questions?

When a customer submits a Special Request for Services (SRS) Form to OHRD, the designated OHRD Consultant conducts a needs assessment and/or performance analysis.

This process allows us to recommend a solution that best meets the customer's needs.

Here are some of the typical assessment questions we ask:

- What problem(s) are you trying to address? What improvements are you seeking to make?
- What type of assistance are you seeking from OHRD?
- What business goals/objectives are you trying to attain?
- What do you want people to do differently? What new knowledge do you want people to gain?
- How will you know that improvement has occurred?
- On a scale of 1–10, how critical is improvement in the identified area?
- What is the risk associated with a failure to improve?
- What investment will your agency make to facilitate improvement?

Prior to submitting an SRS, consider your answers to these questions. Doing so will speed the assessment/analysis process and help facilitate the partnership between your organization and OHRD.

a message from the OHRD team

To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly. — Henri Bergson

Change today occurs with a rapidity and relentlessness that can challenge even the heartiest among us. Most disturbing for many is the unpredictable nature of change.

We cannot forecast what the next decade, or for that matter, what the next year, might bring. In the face of profound change, most of us yearn to make better sense of our environments.

We want to learn how to cope, how to manage, how to succeed in this new world of work. The good news: At no time in our history have we had greater access to learning than we do today.

Opportunities for learning abound, 24 hours a day, 7 days a week: Internet websites, blogs, books, periodicals, journals, university degree programs, online and classroom training—all await our attention and participation. We need only to step forward and take advantage of those opportunities for growth and renewal.

The Organization and Human Resource Development office wants to be your provider of choice for job-related learning. But the role of workplace learning professionals is changing too. We now serve not only as trainers, consultants, and coaches, but also as guides to the dizzying array of learning programs and services available to our clients.

Our goal is to lead you to the most relevant opportunities we can find. We understand that your learning destination will often be OHRD programs and services. We also know that we must be prepared to help you choose from other training and educational programs and services that exist. As avid learners and state government employees ourselves, we are here to serve as your trusted guides.

OHRD looks forward to filling your second semester program schedule with fresh and relevant content and engaging and participative learning strategies. We rededicate ourselves to producing programs that offer practical strategies for improving your work performance. We will present our training in ways designed to stimulate your interest, build your confidence, and enhance your satisfaction at work. My staff joins me in welcoming you to OHRD's second semester programs.

We look forward to working, and learning with you.

A handwritten signature in blue ink that reads "Evelyn Davis". The signature is fluid and cursive, with a large, stylized 'D'.



Meet The Staff



Biography – Evie Davis

EVIE has served as the Assistant Director for the West Virginia Division of Personnel's Organization and Human Resource Development (OHRD) section since 2001. She is also director of the Center for Quality Government.

As West Virginia state government's chief learning officer, Ms. Davis leads a variety of workplace learning and performance initiatives. She builds strategic learning partnerships with government and educational institutions, guides major organizational change efforts, and promotes the strategic role of learning and performance improvement solutions in determining organizational success.

Her experience includes organizational planning and development, performance improvement, research and curriculum design, and development and presentation of training programs. Ms. Davis has taught Business Communication and Public Speaking courses at Marshall University.

She earned her Master's degree from Marshall University with a focus on Organizational Communication, and a Bachelor's degree from Liberty University with concentrations in English, Journalism, and Cross-cultural Studies. Her research on perceptions and attribution theory led to the completion of her master's thesis, *Effects of Perceived Verbal Aggressiveness and Proxemic Violations on Attributions of Source Blameworthiness for Sexual Harassment*.

Evie is a member of the WV Chapter of the American Society for Training and Development, a Past-President of the WV Chapter, and a current member of the International Personnel Management Association, and the River Cities Community Church.

She has participated in the *Adult Learning and Literacy Council* program as a certified instructor for nonnative English speakers, and has enjoyed travels to Mexico, China, Kazakhstan, and Russia.

meet the staff

MARK ISABELLA is the Senior Development Consultant with the West Virginia Division of Personnel's Organization and Human Resource Development section. He is also owner of Isabella & Associates, a private training and consulting company.

His views on workplace issues have been featured in a number of business publications. He is also the coauthor of *Let's Deal with Conflict!*, published by CPP Inc.

Mark develops and delivers programs on such topics as performance management, team building, leadership,



Mark Isabella
SENIOR DEVELOPMENT CONSULTANT

Mark earned his Master of Arts degree in Communication Studies from Marshall University. He received a Bachelor of Science degree in Communication/Management and an Associate of Arts degree in Radio/Television from Fairmont State College.

Mark's background includes experience in the broadcast media. In the executive branch of state government, he worked as a speechwriter and public information officer. Mark has also served as an adjunct faculty member for Wheeling Jesuit University.

The International Society for Performance Improvement has designated Mark as a Certified Performance Technologist, a title granted to those who demonstrate worthy performance and competence in improving individual, team, and organizational performance.

He is a member of the American Society for Training and Development, the International Society for Performance Improvement, the International Personnel Management Association, and the North American Simulation and Gaming Association.

meet the staff



Mary Bolton
DEVELOPMENT CONSULTANT

MARY BOLTON is a Development Consultant with the Organization and Human Resource Development section of the West Virginia Division of Personnel.

She earned her M.S. degree from Marshall University in Adult & Technical Education with a major in Training and Organizational Development. She earned a Regents, Bachelors of Arts from West Virginia State University.

Mrs. Bolton's experience includes project and program management, development and presentation of programs, business coaching, group facilitation, grant writing, sales skills training, and conference planning and presentation.

She conducts training on a variety of topics including discipline and documentation, personnel transactions, fundamentals of supervision, business etiquette and professionalism, customer service, dealing with upset and angry customers, delegating, and interpersonal communication.

Mrs. Bolton is an entrepreneur who has received a Vision Award from the WV Minority Business Development and an Excellence Award for Program Awareness from the National Child Support Enforcement Association.

She is President of the WV Chapter of the American Society for Training and Development, a member of the Culture and History Committee at West Virginia State University, the Division of Personnel's Wellness Coordinator, a mentor to young women in her community and church, and a member of the All Nations Revival Center Church.

meet the staff

TAELLA WOOLFOLK-HILL is a Development Consultant with the Organization and Human Resource Development section of the West Virginia Division of Personnel.

In addition to providing project leadership for online learning initiatives, Ms. Woolfolk-Hill conducts training on a variety of topics including project management, ethics in government, customer service management, executive assistant training, leadership essentials, workplace safety, fundamentals of supervision, managing and the law, and new employee orientation.



Taella Woolfolk-Hill
DEVELOPMENT CONSULTANT

She is Treasurer for the WV Chapter of American Society of Training and Development and a member of the Division of Personnel's Safety Committee.

Ms. Woolfolk-Hill has an Ed.S. degree in Education, as well as a M.S. degree in Adult and Technical Education from Marshall University. Currently, she is a doctoral learner at Capella University, where she is finalizing her dissertation, *Female Students in Postgraduate Education: Motivations for Academic Success*.

Ms. Woolfolk-Hill has a long-standing interest in the area of blended and distributed learning, which was exhibited in her master's thesis titled, *Profile of a Distributed Learning Curriculum for Adult Education as Perceived by Students*. Her research on distributed learning has been presented across the country, and published in a blind peer reviewed journal and presented in absentia in Russia.

Prior to becoming a Development Consultant, Ms. Woolfolk-Hill served as Career Counselor and Training Coordinator with the Marshall University Career Services Center. She has worked in higher education as developmental advising specialist, adult student coordinator, and electronic courses coordinator. She is also an adjunct faculty member in the Intensive English program and in the School of Education and Human Services at Marshall University.

meet the staff



Nicole Michaelis
DEVELOPMENT CONSULTANT

NICOLE MICHAELIS is a Development Consultant with the Organization and Human Resource Development (OHRD) section of the WV Division of Personnel.

Nicole is interested in combining the latest technologies with classroom learning and achieving balance and peak performances through the strategic investment of resources.

She designs and conducts programs on high performance work teams, energy management, writing for results, the drug-free workplace, and preventing harassment. She teaches attendance management, co-instructs *Supervising for Success I: Fundamentals of Supervision* and helps coordinate *Finance for the Non-Financial Manager* training.

Nicole earned her Master's degrees in Public Administration and Foreign Languages from West Virginia University. She completed her undergraduate studies at the Otto-von-Guericke University in Magdeburg, Germany, in the fields of Russian and German linguistics and literatures, Pedagogy, and Psychology.

She has studied abroad extensively at the State Pushkin' Institute for Russian Language in Moscow and the Kazan' State University in Kazan', Russia, and has travelled throughout Northern Europe. She taught German and English as a Second Language at West Virginia University's foreign language department prior to joining Salem International University (SIU). While at SIU, she worked as a Residence Director and Assistant Director for Student Life and was responsible for the well-being of 500 students.

In her free time, Nicole enjoys studying Martial Arts and yoga. She has a second-degree brown belt in the American Karate System and is currently studying the art of Brazilian Jiu Jitsu. She also enjoys hiking, rollerblading, and spending time with her family.

meet the staff

SUSAN LOCKARD-HAMMOCK is the Secretary with the Organization and Human Resource Development (OHRD) section of the West Virginia Division of Personnel.

She has an extensive background in customer service management and in working with the public. In addition to serving as Secretary to the Assistant Director, Susan serves as the Facility Scheduler for the *West Virginia State Training Center*, and is responsible for booking all conference rooms and meeting spaces on the 2nd floor of Building 7.

She also provides administrative and support services in the section, is responsible for coordinating the section's travel and maintains all leave and reimbursement records.

She enjoys spending time with her family and weaving baskets. She is a juried artisan at Tamarack, participates in the Mountain State Art and Craft Show and takes part in the Vandalia Festival.



Susan Lockard-Hammock
SECRETARY

meet the staff

**Picture Not
Available
(Vacant)**
DEVELOPMENT
CONSULTANT

This Development Consultant position is responsible for research, design, development, and delivery of online, blended, and instructor-led programs including project management, ethics in government, executive assistant training, customer service management, heading into retirement, interviewing training, and other employment law related topics.

**Picture Not
Available
(Vacant)**
DOP REGISTRAR

The Registrar is responsible for maintaining the integrity of the state's training database, overseeing the registration process, and serving as registration system administrator. The Registrar processes requests for enrollment in training programs; provides verified reports to licensing boards; processes compliance reports; ensures that enrollees private information is protected; issues official transcripts upon written request; is the primary point of contact for the office, and provides statistical reports for monthly, quarterly, and annual reports.

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Available
(Vacant)**
PROGRAM
COORDINATOR

The Program Coordinator maintains the master files for all OHRD publications and marketing outreach; ensures proper classroom setup and breakdown, is responsible for maintaining proper inventory of materials, supplies, and equipment for OHRD program events; and provides the quality assurance/quality control checks for all outgoing enrollment/registration correspondence.



Levels of Learning

competency development curriculum

Do You...

- ✓ Want to develop a greater sense of confidence on the job?
- ✓ Want to be more marketable for career advancement in state government?
- ✓ Want to contribute more to your organization's goals?
- ✓ Care about reducing and preventing loss and liability?
- ✓ Know how to provide exceptional customer service?
- ✓ Need to be more effective and efficient in your work?

- ✓ **Need a plan?**

OHRD offers four **Development Tracks** that consist of up to five levels of classes designed to build competencies in these areas:

- **C**ommunication and **C**ustomer **S**ervice;
- **H**uman **R**esource **F**undamentals;
- **L**eadership and **M**anagement **D**evelopment; and
- **P**rofessional and **P**ersonal **E**ffectiveness.

Each track allows for the development of specific skill sets. While participants are not restricted to completing courses in only one track, we encourage you to review these tracks and determine if pursuing a series of courses would make you more effective in your current job or more marketable for a career advancement in state government.

Each track is divided into levels ranging from 100-500. All participants, regardless of experience level, are encouraged to attend classes at every level in a particular track beginning with 100-level courses and continuing through the completion of the highest level available for that Development Track. Tracks for each OHRD class are identified at the beginning of course descriptions.

curriculum reference

Human Resource Fundamentals (HRF)

100— Freshman	Employee Performance Appraisal I: Policy and Forms Personnel Transactions in State Government Preventing Harassment: A Shared Responsibility The Drug-Free Workplace
200— Sophomore	Attendance Management Discipline and Documentation Employee Performance Appraisal II: Setting Expectations, Providing Feedback Managing and the Law Workplace Safety: Your Responsibility
300— Junior	Employee Performance Appraisal III: Measuring Workplace Performance Selection Interviewing Workplace Violence Prevention
400— Senior	Preventing Loss and Litigation in the Workplace
500— Graduate	Diversity Management: The Inclusion Factor

Leadership and Management Development (LMD)

100— Freshman	Anyone Can Lead Running Effective Meetings Supervising for Success I: Fundamentals of Supervision
200— Sophomore	Delegating for Results Group Facilitation: Tips and Techniques High Performance Work Teams Leadership at the Movies Managing Strategically: Setting Goals and Objectives Organizations Don't Change—People Do Rewards and Recognition in the Public Sector Supervising for Success II: Leadership Essentials The Total Quality Facilitator
300— Junior	After Action Review: Learning in Real Time Coaching and Developing Employee Performance Developing Leadership Survival Skills Making Change Real Managing for Excellence I
400— Senior	Decision Making Skills Finance for the Non-Financial Manager Managing for Excellence II: The New Realities Train-the-Trainer: Developing Learning Leaders
500— Graduate	Managing for Excellence III: Beyond Boundaries

curriculum reference

Communication and Customer Service (CCS)

100— Freshman	Assertiveness: The Third Way Email Etiquette, Telephone Techniques Listening: More Than Just Hearing Providing Exceptional Customers Service
200— Sophomore	Bridging the Gap: Communicating with the Deaf and Hard of Hearing Dealing with Upset and Angry Customers
300— Junior	Business Etiquette and Professionalism Interpersonal Communications: Skills and Strategies Writing for Results
400— Senior	Customer Service Management
500— Graduate	Conflict Management

Professional and Personal Effectiveness (PPE)

100— Freshman	Harassment in the Workplace: Employee Awareness Know Your State Government Navigating the New World of Work New Employee Orientation: Welcome to WV State Government Personal Accountability Think of Your Future: Employee Retirement Planning
200— Sophomore	Anyone Can Lead Creative Problem Solving Employee Performance Appraisal Prep: An Employee's Guide Heading into Retirement: Planning for a Secure Future High Performance Work Teams Manage Your Time, Manage Your Life Stress Management Time Management Winning Presentations I
300— Junior	After Action Review: Learning in Real Time Bouncing Back from Burnout Energy Management Learning to Learn Office Politics: Positive Results form Fair Practices Winning Presentations II: Beyond the Basics
400— Senior	Ethics in Government Making a Difference Through Mentoring Winning Presentations III
500— Graduate	Project Management Train-the-Trainer: Developing Learning Leaders



university partnerships

Do you believe that a lack of formal education holds you back at work? Do you dream about starting or finishing a degree? Are you confused as to how to get started on your re-entry to the world of higher education?

OHRD can help.

You may have noticed that OHRD talks a lot more about *learning* than we do *training*. Training, although a key learning solution, is only one pathway to development and growth. We urge you to embrace learning wherever it occurs: online, in meetings, and even in informal settings, such as around the coffee pot and in your worksite break rooms.

We also encourage you to consider continuing your formal education at the state's universities and colleges. Our higher education system now offers options and opportunities that make your access to certificate and degree programs easier than ever.

To formalize our commitment to making higher education a priority, OHRD continues to cultivate partnerships with the state's institutions of higher learning. We believe that by working together, OHRD and Higher Ed can enhance accessibility to continuing education for the state's employees and managers.

For more information about university partnership opportunities, please contact an OHRD Consultant:

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Mary Bolton	304.558.3950 x.57244	mary.s.bolton@wv.gov
Taella Woolfolk-Hill	304.558.3950 x.57247	taella.woolfolk-hill@wv.gov
Nicole Michaelis	304.558.3950 x.57246	nicole.michaelis@wv.gov

summary of DOP-Policy 18

Training received under **The Supervisor/Manager Training Program** provides you with the foundational knowledge you need to better protect our state's resources and reduce risk and liability. We are optimistic about the progress you are making in completing the requirements of DOP-Policy 18.

Some recent trends:

- Class participants are demonstrating their understanding of the importance and relevance of DOP's employment law programs;
- More agencies have requested Compliance Overview Charts to track progress; and
- Several departments have implemented 'Strategic Plans for Training' that go beyond the basics of Components I, II, and III, to include Component IV continuing education topics.

DOP-Policy 18 Component I – (1.5 Days of Training)

Within 3 months:	<i>Preventing Harassment: A Shared Responsibility</i> (½ day) <i>The Drug-Free Workplace</i> (½ day)
Within 6 months:	<i>Employee Performance Appraisal I: Policy and Forms</i> (½ day)

DOP-Policy 18 Component II – (2 to 5 Days of Training)

Within 9 months:	<i>Managing and the Law</i> (1 day) <i>Supervising for Success I: Fundamentals of Supervision</i> (3 days) <i>NOTE: FOS is required only for new supervisors/managers with less than one year of public sector supervisory experience.</i>
Within 12 months:	<i>Discipline and Documentation</i> (1 day)

DOP-Policy 18 Component III – (1 to 2 Days of Training)

Within 24 months:	<i>Personnel Transactions in State Government</i> (1 day) OR <i>Workplace Safety: Your Responsibility</i> (1 day) OR <i>Finance for the Non-Financial Manager</i> (2 days)
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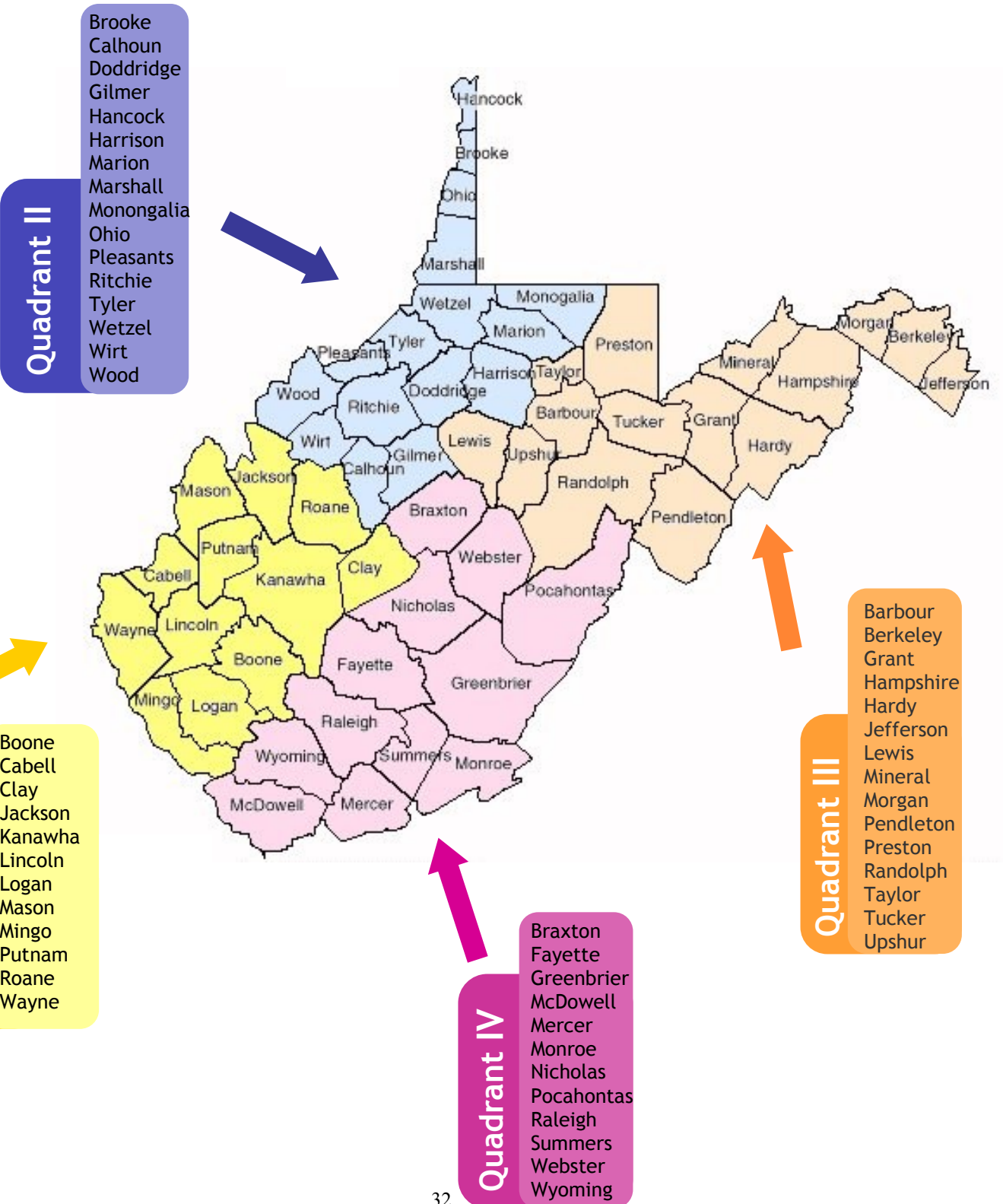
DOP-Policy 18 Component IV – (2 Days of Training Every Calendar Year)

After completing the classes in Components I, II, and III:

- Acquire twelve (12) contact hours of DOP or appointing authority-approved supervisory, managerial, and/or leadership training each calendar year.



DOP quadrant system



adjunct instructor program

The Organization and Human Resource Development section has long-valued the involvement of subject-matter experts in helping us deliver our training programs.

Our initiative in this area is to expand our recruitment of content experts to serve as adjunct instructors for several OHRD programs. After securing approval from the appointing authority, our OHRD Adjunct Program recruits employees from state agencies and prepares them to serve as volunteer classroom facilitators.

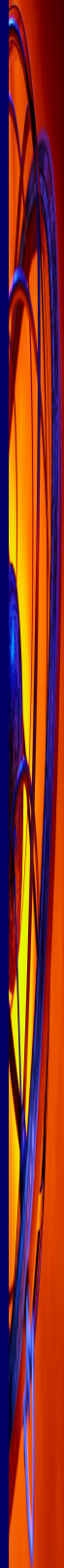
These training partnerships have resulted in benefits to all state agencies. Participating agencies have enjoyed additional flexibility in meeting their training needs and in meeting the requirements of Component IV of the state's training policy.

Strategic recruitment of adjuncts from different parts of the state and the geographical distribution of training have resulted in travel expenses being substantially reduced. This is especially important in times of budget reductions and staff shortages. In addition, the skills developed by adjuncts can be used by their organizations to provide agency-specific training.

The program also offers benefits to the individuals who serve as adjunct instructors. Volunteers enjoy opportunities to improve their speaking, questioning, and facilitation skills.

The program allows adjuncts to meet and learn from employees and managers from a variety of state agencies.

For more details about the DOP Adjunct Instructor Program (AIP), contact the AIP manager Mark Isabella at 304.558.3950 x.57248 or via email at mark.d.isabella@wv.gov.



General Information

the WVSTC

The West Virginia State Training Center

One of the most important factors in effective learning is an accessible, operational, and inviting environment. By providing you with a comfortable and functional learning space, an investment is made in your growth and development as a state employee.

The WVSTC rooms will continue to be available to state government agencies for training and meeting purposes.



Located on the 2nd Floor of Building 7 (between Buildings 5 and 6 on the State Capitol Complex), the WVSTC's **Capitol Room** has a maximum capacity of 150 with tables and chairs. The WVSTC's **Regents Room** has a maximum capacity of 30 with tables and chairs and is ideal for small training classes or workplace meetings.

To learn more about the WVSTC or to reserve a room for the 2009 calendar year, contact the WVSTC Facility Scheduler, Susan Lockard-Hammock, at 304.558.3950 x.57241 or via email at susan.m.lockard-hammock@wv.gov.



WVSTC Mezzanine Area



what to know...

OHRD offers programs based on the training and development needs of the WV state workforce. We provide regularly-scheduled programs throughout the calendar year and develop new programs based on assessments of specific personnel and organizational needs. Currently, we offer over fifty training programs. We provide facilitation and OD/HRD consulting services to all departments and agencies.

As a participant, you will experience our programs in a large group, as well as in smaller, more intimate settings, allowing a variety of interactions that maximize the impact of your learning.

Can I obtain continuing education credit for OHRD courses?

Course work offered by OHRD may be recognized by State universities and colleges for conversion to academic credit. It may qualify as Continuing Education Units (CEUs) or Continuing Legal Units (CLUs), and may also be submitted to State licensing boards for consideration towards meeting their mandatory continuing education requirements.

Participants are responsible for: **[1]** initiating the inquiries about credit conversion with the individual licensing boards, colleges or universities; and **[2]** completing all paperwork processing requirements.

OHRD does not submit the information directly to the boards or educational institutions. Upon written request, OHRD will complete the necessary paperwork and return it to the individual making the request.

What time is class?

Most calendar classes are scheduled to begin promptly at 9:00AM and end by 4:00PM. If a course has a different time schedule, it will be noted in this catalog's course description. *Center for Quality Government* programs generally meet from 9:00AM to 5:00PM, unless otherwise noted.

How much do classes cost?

Most state employees and employees of county health departments may attend these scheduled workshops without charge.

Agencies and units not regularly billed for services provided by the Division of Personnel, including local governments, will be charged a daily fee for each participating employee.

Agencies requesting special off-campus training will agree, in advance, to cover associated expenses including, but not limited to, mileage, lodging, per diem, materials and supplies, according to state (travel) regulations.

where to go...

Where do I park at the Capitol?

We recommend that you park in the metered spaces as indicated on the Capitol Complex Map (below). Please remember to bring change to put in the parking meters. Most meters only accept quarters and are \$.25 for each half hour. For questions and/or concerns about participant parking, contact the Department of Administration at 304.558.3062.

Where do I go for classes?

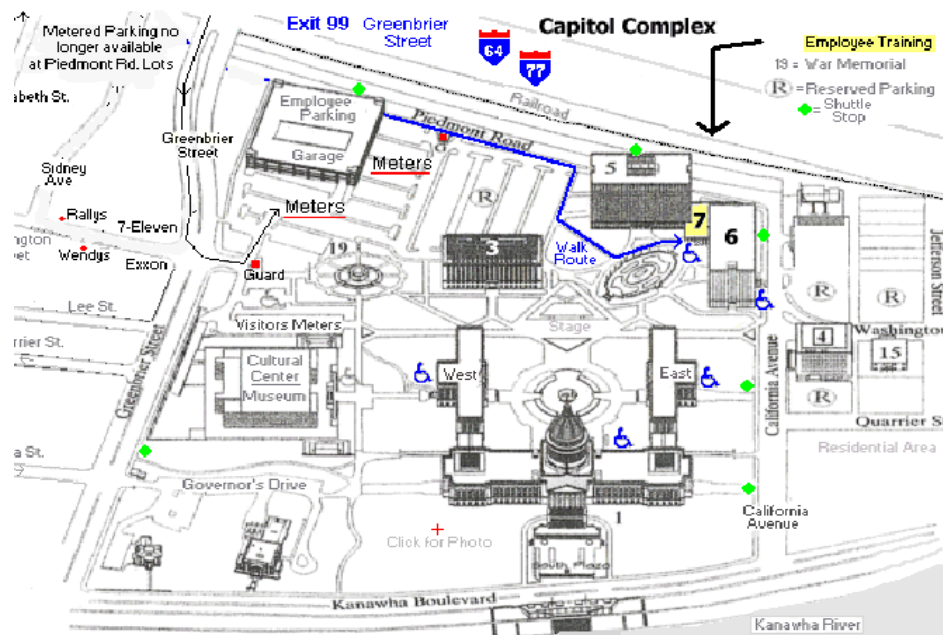
Most classes delivered by OHRD are held in the *West Virginia State Training Center* (Building 7), unless otherwise noted. You will need to allow time to check-in with security and obtain a visitor's pass, if you do not have employee access to the Capitol Complex. Please enter through the doors on the West side of Building 7 (the fountain side). Detailed directions to training locations may be obtained from the website at: www.personnel.wv.us/ohrd.

What if I need special accommodations?

Every reasonable effort is made to ensure that classes, seminars, and workshops are fully accessible to all employees. You may contact the OHRD section in advance to discuss such accommodations. You may also indicate on your Program Enrollment Form if special accommodations are required. OHRD will assist your agency in arranging for special accommodations. Agencies are responsible for payment of special accommodations for employees requiring these services.

What if I need more information?

Please call the OHRD office at 304.558.3950 Ext. 57204 or visit our website: www.personnel.wv.us/ohrd.



registering for a class

Enrollment and Attendance Procedure

- Complete all necessary and required information on the PEF, including your **Identification Number** (*refer to back of a PEF regarding Identification Numbers*).
- PEF's may be found at the back of this Program Schedule and/or on the OHRD website, and may be photocopied and submitted to the DOP Registrar for processing.

For Component I-III DOP-P18 classes, we have scheduled an adequate number of sessions throughout 2009 to provide a seat in class for every new state supervisor/manager.

If the session of your first choice is at full capacity, please enroll in a later date.

Classes are generally limited to 20-30 participants on a first come, first-served basis.

- OHRD does not maintain wait lists and/or pending lists.
- If your appointment calendar conflicts with all dates listed on the 2009 Program Schedule, please contact Assistant Director Evie Davis at 304.558.3950 extension 57240 to discuss your enrollment.
- If, for any reason, you are unable to attend a class for which you are registered, **you are responsible for finding a replacement** to attend the course.
- We recommend that you discuss your scheduling conflicts with your supervisor and your agency's HR unit.

While, the Division of Personnel requires attendance at certain programs under DOP-P18, we hope that you will attend our other offerings as well. OHRD programs focus on the **key competencies** and **vital knowledge** necessary for success in today's workplace. We want you to consider OHRD your **performance partner**, a source for solutions to your learning needs.

Remember to request and secure your supervisor's approval prior to enrollment.



2009 Training Programs

Attendance Management



Audience: Supervisors/Managers

Program Track: HRF 200

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.
and Mark Isabella, M.A., C.P.T.

Contact Hours: 6 Hours

Absenteeism. Chronic tardiness. Excessive use of sick leave. If left unresolved, these issues can become costly and frustrating problems for supervisors and managers. *Attendance Management* is designed to help you deal with these conditions in a manner that improves individual, team, and organizational performance.

Attendance Management offers strategies to help you **identify, track, and respond competently to attendance-related issues**. The program provides specific guidance on how to:

- Recognize and document patterns of behavior;
- Effectively communicate attendance policies;
- Develop and communicate employee performance expectations;
- Provide performance feedback; and
- Apply corrective actions when attendance problems persist.

If you are struggling with attendance management issues, you owe it to yourself, your organization, and your customers to learn new approaches to address this age-old problem. Sign up for *Attendance Management* and boost your team's productivity and performance!

schedule	Friday	February 20	9AM-4PM	Public Service Commission
	Tuesday	April 7	9AM-4PM	WVSTC – Capitol Room
	Tuesday	October 20	9AM-4PM	DEP Coopers Rock Room
	Tuesday	November 17	9AM-4PM	WVSTC – Capitol Room



Back On Track: Minimizing Time Wasters



Audience: All Employees

Program Track: PPE 100

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 3 Hours

Does the following situation sound familiar? It is 9AM. You just got to the office. You know you have a lot of work ahead of you today. You turn on your computer and 20 new emails show up. Your telephone shows that you have voice mails. So...you get to work. Suddenly, your coworker stops by wanting to tell you about her daughter's soccer game. You chat for 10 minutes and return to work only to be interrupted again by a meeting reminder pop-up.

If this sounds familiar, then this class is for you.

In *Back On Track* you will learn how to:

- Recognize time wasters;
- Implement strategies to diminish wasted time in the workplace; and
- Design an action plan to apply what you learn.

Join us for this highly interactive and valuable program, and make the most of your time.



schedule

Monday

March 30

9AM – NOON

WV Division of Rehabilitation
Services, Institute, WV



Bouncing Back from Burnout

Audience: All Employees

Program Track: PPE 300

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 6 Hours

Job burnout is a crisis in the modern workplace. Many organizations are cutting budgets and reducing staff in an effort to stay viable and competitive. Downsizing often results in additional work and increased complexity for remaining employees. Often, working in this environment leaves people feeling stressed and burned out.

In this course, participants will **learn how to deal with the more complicated truth** that *job burnout is a combination of individual and organizational factors*, and as such, it requires both **individual** and **organizational changes** in order for job burnout to be eliminated.

Join us for this practical session and learn how to bounce back from burnout!



schedule

Thursday

November 19

9AM – 4PM

Division of Culture and
History – Green Room



Bridging the Gap:

Communicating with the Deaf and Hard of Hearing

Audience: All Employees

Track: CCS 200

Elective: Continuing Education

Coordinator: Mark Isabella, M.A., C.P.T.

Guest Instructor: Roy Forman, Deputy Director
WV Commission for the Deaf and Hard of
Hearing

Contact Hours: 4 Hours



State employees seldom receive guidance on how to serve those with hearing loss. As a result, citizens who are deaf or hard of hearing experience difficulty when seeking services from public agencies.

Bridging the Gap is designed to help you communicate more effectively with people who are deaf or hard of hearing. A cooperative effort between the WV Commission for the Deaf and Hard of Hearing and the WV Division of Personnel, *Bridging the Gap* will **increase your awareness of the challenges and barriers faced by people with hearing loss.**

Your instructor, Deanna Stone, Executive Director of the Commission for the Deaf and Hard of Hearing, will discuss key aspects of deaf culture and provide **tips for working effectively with interpreters.** The program will also help you **understand and protect the rights of people with hearing loss.**

If you interact with people who are deaf or hard of hearing, or expect to do so in the future, sign up for *Bridging the Gap* and explore new facets of communication and customer service.

schedule

Thursday	May 28	10AM-3PM	WVSTC—Regents Room
Thursday	October 8	10AM-3PM	WVSTC—Regents Room



Business Etiquette and Professionalism



Audience: All Employees

Program Track: PPE 200

Elective: Continuing Education

Instructor: Mary Bolton, M.S.

Contact Hours: 12 Hours

The workplace is highly competitive and continuously changing. Therefore developing and maintaining a high level of **professionalism** in the workplace is essential.

Business Etiquette and Professionalism develops the concept of **proper etiquette** and **professional practices** for different business scenarios. As a result of this workshop, you will be able to:

- Operate in any business environment with confidence and competence;
- Increase your personal caliber of professionalism; and
- Enhance your professional image.

Join us for this program and enhance those skills that will maximize your value within the organization.

schedule

Thursday–Friday April 23-24

9AM-4PM

WVSTC—Capitol Room

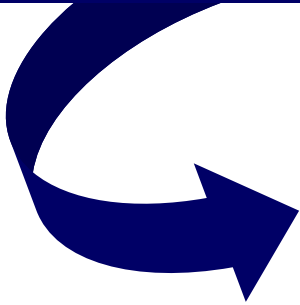
Thursday–Friday July 16-17

9AM-4PM

WVSTC—Capitol Room



Coaching and Developing Employee Performance



Audience: Managers and Supervisors

Program Track: LMD 300

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.

Contact Hours: 12 Hours



Are the members of your team working as effectively as they should? Are they learning new skills and increasing their knowledge on a regular basis?

If the answer is “no,” this program can help. *Coaching and Developing Employee Performance* is designed to help you **improve the performance of your employees** and **facilitate learning and development**. You will learn how to establish goals; apply well-researched coaching models; and use specific counseling strategies for dealing with dysfunctional behavior.

Join us for this interactive program and learn new ways to support employee productivity, performance, and personal growth.

schedule

Tuesday-
Wednesday

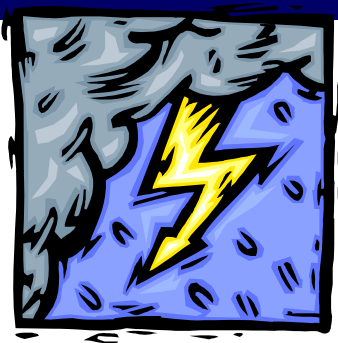
May 5-6

9AM – 4PM

WVSTC—Capitol Room



Conflict Management



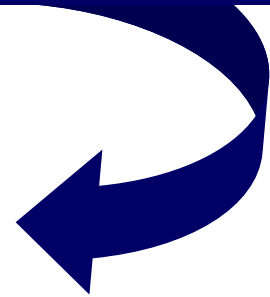
Audience: All Employees

Program Track: CCS 400

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.

Contact Hours: 12 Hours



Conflict is an unavoidable aspect of life. Contrary to popular belief, however, conflict can be a productive experience. Handled skillfully, conflict can foster increased understanding, creativity, and personal growth.

This program is designed to help you **improve your conflict management skills**. Working closely with other participants, you will explore:

- The nature of conflict;
- Common misconceptions about conflict;
- How conflict goals affect behavior;
- How to recognize destructive conflict patterns and adapt your style to effectively interact with others;
- How to avoid self-defeating behaviors; and
- How to use collaborative strategies that help you achieve your goals.

Creative exercises and activities will help you put these concepts into practice. The result will be a **new appreciation for the opportunities that lie in every conflict**. If you are frustrated by conflict in your workplace, join us for this lively and thought-provoking program.

schedule

Tuesday-
Wednesday

October 6-7

9AM – 4PM

National Guard Armory–
War Room



Dealing with Upset and Angry Customers



Audience: All Employees

Program Track: CCS 200

Elective: Continuing Education

Instructor: Mary Bolton, M.S.

Contact Hours: 3 Hours

As state employees, our jobs entail providing **efficient, effective service** to our internal customers and the public we serve. This includes customers who are upset or angry.

This fast-paced course offers **techniques** to help you provide appropriate responses to difficult situations. Specifically, you will:

- Explore methods used to manage **difficult situations** with customers and clients;
- Learn a model that you can apply to your organization needs;
- Engage in application exercises; and
- Create a plan to deal effectively with upset and angry customers.

Dealing With Upset and Angry Customers provides opportunities to share ideas with other participants and practice **effective communication** and **customer service skills**. If you interact with customers on a regular basis, *Dealing With Upset and Angry Customers* will be of use to you.

schedule

Wednesday	March 18	1PM-4PM	WV State Police Academy
Tuesday	July 14	1PM-4PM	WV State Police Academy



Discipline and Documentation



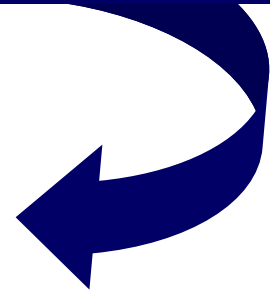
Audience: Managers and Supervisors

Program Track: HRF 200

DOP-Policy 18: Component II

Instructors: Mary Bolton, M.S.

**Contact Hours: 6 Hours; 6 CPE Credit
Hours approved through the WV Board of
Accountancy**



Discipline and Documentation is specifically designed for supervisors and managers who must deal with situations involving poor performance or misconduct.

This program provides practical information on how to recognize when **progressive discipline** is appropriate. You will also learn techniques and procedures that a **positive discipline system** uses to **document significant events** and **critical incidents**.

Guidelines for creating Administrative Files for your employees will also be provided. *Discipline and Documentation* will help you protect your interests as well as the interests of your employees, your agency and the state's taxpayers.

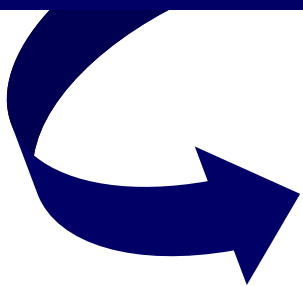
Sign up today and learn the principles you need to more effectively manage employee performance.

schedule

Thursday	February 12	9AM – 4PM	Department of Environmental Protection (DEP)
Tuesday	March 10	9AM–4PM	Department of Environmental Protection (DEP)
Friday	May 8	9AM – 4PM	WVSTC – Capitol Room
Wednesday	July 8	9AM – 4PM	WVSTC – Capitol Room
Wednesday	September 9	9AM – 4PM	WVSTC – Capitol Room
Conference Session	October Conference	9AM – 4PM	Morgantown, WV
Thursday	December 3	9AM – 4PM	WVSTC–Regents Room



Employee Performance Appraisal I: Policy and Forms



Audience: Managers and Supervisors

Program Track: HRF 100

DOP-Policy 18: Component I

Instructor: Mary Bolton, M.S., and Mark Isabella, M.A., C.P.T.

Contact Hours: 3 Hours



Employee Performance Appraisal I: Policy and Forms introduces you to the State’s Employee Performance Appraisal System, policy, forms, and timeframes.

You will learn the fundamentals of **how to evaluate employee performance** according to a standardized system, resulting in **making performance appraisal more fair and objective**. You will also be introduced to a tool for **diagnosing the causes of performance problems**.

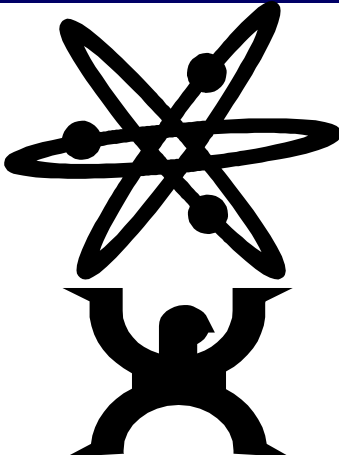
Join us for *EPA I* and improve your ability to manage the performance of your employees.

schedule

Friday	February 13	9AM – NOON	DOH—District One Dry Branch
Thursday	March 12	9AM – NOON	DOH—District One Dry Branch
Tuesday	September 8	1PM–4PM	WVSTC—Capitol Room
Tuesday	December 1	9AM – NOON	WVSTC—Regents Room



Energy Management



Audience: All Employees

Program Track: PPE 300

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 6 Hours

The purpose of this program is to provide you with strategies for promoting balance, engagement, and focus as you manage challenging situations, multiple projects, and changing roles.

We will explore the following areas:

- How to build, sustain, and renew energy;
- How to strategically disengage;
- How to maintain healthier habits; and
- How to establish rituals for boosting levels of energy and engagement.

Attend *Energy Management* and **learn how to increase your productivity and enhance your satisfaction with work.**

Note: Wear comfort clothes and shoes; this is a 'tour class' - we will visit at least four (4) locations on the Capitol grounds.

schedule	Tuesday	February 17	9AM – 4PM	WV Division of Culture and History—Green Room
	Friday	August 14	9AM – 4PM	WV Division of Culture and History—Green Room



Ethics in Action:

An Introduction to the WV Ethics Act

Audience: All Employees

Program Track: PPE 400

Elective: Continuing Education

Coordinator: Taella Hill, M.S., Ed.S.

Guest Instructor: Theresa Kirk, Executive Director (WV Ethics Commission)

Contact Hours: 1.5 Hours

Introduction to the West Virginia Ethics Act

The course will consist of an overview of the Ethics Act, including recent significant changes to the Act. The purpose of the course is to educate public employees about the Ethics Act in order to assist them in evaluating whether a proposed action complies with the Ethics Act. The program will also help train public employees to spot real and/or potential conflicts of interest in order that they may help their agencies seek guidance from the Ethics Commission.



schedule

Tuesday	May 19	9AM-10:30AM	WVSTC – Regents Room
Tuesday	July 14	9AM – 10:30AM	WVSTC – Regents Room



Finance for the Non-Financial Manager



Audience: Managers and Supervisors

Program Track: LMD 400

DOP-Policy 18: Component III

Coordinator: Nicole Michaelis, M.A., M.P.A.

Facilitator: Tari Crouse, Assistant Director EC/EI

Guest Speakers: TBA

Contact Hours: 12 Hours

Just how does the budget process work? How can I track my unit's purchases in the FIM's System? How does the audit process work?

If you've asked these questions then *Finance for the Non-Financial Manager* is for you. This two-day program is **designed for managers at all levels** who are unfamiliar with, or want a refresher on fiscal management in state government, both at the agency level and as a whole.

Guest speakers who are experts in revenue projection, budget formation, purchasing procedures, the purchasing card program, the expenditure process, the Auditor's function and internal controls, legislative post audits, comprehensive financial reporting, and the Treasurer's function, will provide supervisors and managers an insightful overview of fiscal management in state government.

Join us for this informative session and **learn what your agency's numbers mean** and how you can use this knowledge to manage more effectively.

schedule

Wednesday-Thursday	May 20-21	9AM — 4PM	WVSTC — Capitol Room
Thursday-Friday	September 17-18	9AM — 4PM	WVSTC — Capitol Room



Harassment in the Workplace: Employee Awareness



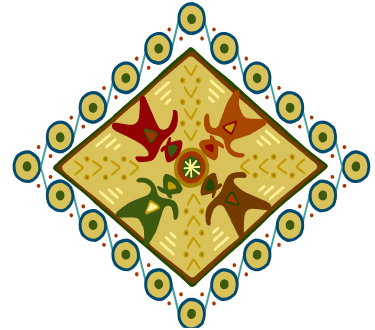
Audience: All Employees

Program Track: PPE 100

Elective: Continuing Education

Instructor: Mary Bolton, M.S.

Contact Hours: 3 Hours



This full-day program will **increase employee awareness and understanding of general harassment** and how it affects coworker interactions, working relationships, morale, and the overall work environment.

Your ultimate goal in attending this program is to promote workplace harmony by encouraging **mutual understanding, sensitivity, and respect among your fellow employees**.

After participating in this program, you will have an increased appreciation for diversity, and how our real strengths may lie in our differences.

schedule

Wednesday

April 29

9AM – NOON

WVSTC—Capitol Room



Heading Into Retirement: Planning for a Secure Future



Audience: All Employees—Primarily those contemplating retirement and who are 50 years of age or older.

Program Track: PPE 200

Elective: Continuing Education

Program Facilitator: Taella Woolfolk-Hill, M.S., Ed. S.

Guest Speakers: CPRB Representative; Jan Long, PEIA; Rosemary Cardenas, FBMC; Kelly Griffith, ING

Contact Hours: 6 Hours

Are you planning to retire from a career in state government in the next five years? If so, then join us for *Heading Into Retirement: Planning for a Secure Future*.

This program is designed to provide participants with information that will help them **make informed decisions about your retirement plans**. This program is designed primarily for employees who are contemplating retirement and who are 50 years of age or older.

The program will be presented by state agency subject-matter-experts and by financial planners from the private sector. Topics of discussion will include: Retirement benefits, Annuity options; 457 (b) Deferred Compensation Plans; PEIA benefits; Social Security benefits; and unused sick and annual leave at retirement.

Don't go into retirement uninformed. Take advantage of this unique opportunity to learn more about the state's retirement options and make the right decisions for your future.

schedule

Friday	March 20	9AM – 4PM	WV Department of Environmental Protection—Coopers Rock Room
Friday	May 22	9AM – 4PM	WVSTC – Capitol Room
Friday	August 28	9AM – 4PM	WVSTC – Capitol Room
Wednesday	September 30	9AM – 4PM	WVSTC – Capitol Room



High Performance Work Teams

Audience: Managers/Supervisors, Team Leaders

Program Track: LMD 200

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 12 Hours



Teamwork produces results that cannot be achieved by individuals working alone.

What are the **characteristics of a high performance work team**? How do team members encourage and even inspire each other? How can your work unit become a high performance, self-directed team?

Participants in this two-day program explore the keys to team effectiveness. We will examine the **skills necessary for developing and directing high performance teams**. We will also explore **the art of leadership**, look at **methods for creating team goals** and **assessing team needs**, and **clarify the roles of individual team members**.

Establishing superordinate goals and encouraging quality work processes can improve the efficiency of any workplace. This program is designed to help you achieve those objectives.

schedule

Tuesday—
Wednesday

April 21-22

9AM — 4PM

WVSTC—Capitol Room



Informal Learning

Audience: Managers and Supervisors

Program Track: LMD 400

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T. and Taella Woolfolk-Hill, M.S., Ed.S.

Contact Hours: 6 Hours

Research has shown that approximately 80% of learning in organizations is informal in nature. Yet, inadequate attention has been paid to harnessing informal learning in order to improve work performance.

This program will offer practical strategies for using a variety of informal learning tools, including:

- Conversations and storytelling;
- After-action reviews;
- Meeting activities; and
- Technology-based solutions.

Our society is embarking on a new era, one in which informal learning will add significant value to organizations and their customers. Stay ahead of the curve by joining us for this introduction to informal learning.

schedule	Thursday	August 13	9AM – 4PM	WVSTC – Capitol Room
	Thursday	November 19	9AM – 4PM	WVSTC – Capitol Room



Interpersonal Communication: Skills and Strategies



Audience: All Employees

Program Track: CCS 300

Elective: Continuing Education

Instructor: Mary Bolton, M.S.

Contact Hours: 12 Hours



Why do people fail at work? Is it because of low I.Q.? A lack of technical skills? Inadequate job knowledge? Research indicates that the primary cause of failure in the workplace is a lack of effective interpersonal skills. Most people fail at work because they do not listen well, do not communicate clearly, and fail to relate to others.

This program was developed with the belief that “results depend on relationships.” In an informal and interactive class environment, you will explore: the **nature of communication**; the **role of verbal and nonverbal messages**; how we get “stuck” in **destructive communication patterns**, how we can get ourselves “unstuck”; and strategies for better **listening**; and how to talk so others will listen.

The course provides many opportunities to practice key communication skills that will help you build quality relationships and achieve your goals.

schedule

Tuesday—
Wednesday

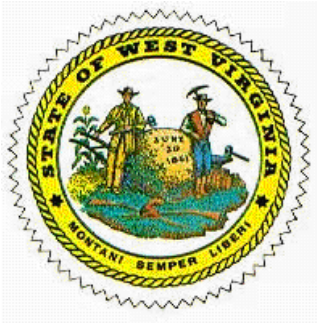
September 15-16

9AM — 4PM

WV State Police Academy



Know Your State Government



Audience: All Employees

Program Track: PPE 100

Elective: Continuing Education

Coordinator: Taella Woolfolk-Hill, M.S., Ed.S.

Guest Speakers: TBA

Contact Hours: 6 Hours

Just how does a bill become a law? Where is the Treasurer's Office located? Do you know the two cities in which the capitol of West Virginia has been located?

Find the answers to these and other questions about the workings of the three branches of state government in *Know Your State Government*.

As employees, we naturally focus on our particular department and work unit and sometimes do not see the bigger picture.

This program is intended to give participants an **overview** of the legislative, judicial, and executive branches of government and to familiarize employees with the locations of major offices within each branch of government. Our guest speakers will help us explore state government, its functions and its vast network of interdependent relationships.

Join us for a program that will provide you with a "big picture" view of how West Virginia State Government operates.

Note: Appropriate shoes, business attire for walking.

schedule

Thursday	June 18	9AM — 4PM	WV Division of Culture and History—Green Room
Thursday	November 12	9AM-4PM	WV Division of Culture and History—Green Room



Leadership At The Movies

Audience: Managers and Supervisors

Program Track: LMD 200

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.

Contact Hours: 6 Hours



Films have the ability to move us, inspire us, and make us laugh. They can also teach us valuable lessons about the art of organizational leadership.

In this program, you will view a popular contemporary film and **explore issues associated with leadership, conflict management, and team building**. Lessons learned from the film will be applied to workplace situations that challenge all organizational leaders.

Sign up today and join us for this innovative and entertaining approach to learning about leadership.

schedule

Thursday	March 19	9AM — 4PM	WV State Police Academy
Friday	April 10	9AM — 4PM	WVSTC—Capitol Room



Listening: More Than Just Hearing



Audience: All Employees

Program Track: CCS 100

Elective: Continuing Education

Instructor: Taella Woolfolk-Hill, M.S.,
Ed.S.

Contact Hours: 3 Hours

The average person spends 75 % of the day communicating. Most of that time is spent listening. Yet we rarely receive training on how to improve this skill. This program is designed to provide insights, tools and skills that you can apply to your relationships. Listening: More Than Just Hearing offers you the following opportunities to:

- Understand the **crucial difference between hearing and listening**;
- Recognize the **benefits of effective listening**;
- Identify your personal listening **strengths and weaknesses**; and
- Practice improved listening skills.

Join us for this fast-paced interactive session. In it, you will learn how listening can help you obtain higher productivity, reduce misunderstandings, and improve your relationships.

schedule

Friday

March 27

9AM – NOON

WV Division of Rehabilitation
Services



Managing and the Law



Audience: Managers and Supervisors

Program Track: HRF 200

DOP-Policy 18: Component II

Instructor: Taella Hill, M.S., Ed.S.

Contact Hours: 6 Hours

This program examines the **legal implications of management**. An important dimension of the program is its emphasis on the special duties imposed on supervisors and managers in the public sector.

Not only will you have the opportunity to discuss equal opportunity in hiring and training practices, but also the obligation of managers and supervisors to create work environments that are gender, age, and disability neutral. In addition, the program examines the **Americans with Disabilities Act**, the **Family Medical Leave Act**, the **Civil Rights Act**, and numerous other laws and policies as they relate to personnel decisions.

If you are a supervisor or manager who wants to better understand the **legal responsibilities of those leading the public sector**, join us for this informative program that covers a range of essential topics.

schedule

Wednesday	February 11	9AM – 4PM	National Guard Armory– Gymnasium
Wednesday	March 11	9AM – 4PM	National Guard Armory– Gymnasium
Thursday	September 10	9AM – 4PM	WVSTC – Capitol Room
Friday	December 11	9AM – 4PM	WVSTC – Capitol Room



New Employee Orientation:

Welcome to WV State Government

Audience: Employees new to state government

Program Track: PPE 100

Elective: Continuing Education

Instructor: Taella Hill, M.S., Ed.S.

Contact Hours: 6 Hours

Navigating your way as a new employee can be a challenge! This program is designed to prepare you for a meaningful career in West Virginia state government.

Guest speakers will help you learn about the **various benefits available to new employees**, **services available** to you, and the **“big picture” of state government**. This one day, interactive program will show you how to invite your manager to assist you in identifying additional training needs and in working out a **career development plan**.

Public service is an honorable profession. Join us for *New Employee Orientation: Welcome to WV State Government*, and learn how you can be a valuable contributor in your organization.



schedule

Online	September 1-30	Self-Paced	Online Program
Online	October 1-31	Self-Paced	Online Program
Online	November 1-30	Self-Paced	Online Program
Online	December 1-31	Self-Paced	Online Program



Personnel Transactions in State Government



Audience: Managers and Supervisors

Program Track: HRF 100

DOP-Policy 18: Component III

Program Facilitator: Mary Bolton, M.S.

**Guest Speakers: WV Division of Personnel Director,
Assistant Directors, Managers and Staff.**

**Contact Hours: 6 Hours; 3 CPE Credit Hours approved
through the WV Board of Accountancy**

Are you responsible for hiring new employees? Do you **manage human resources**? Are you uncertain about how to apply Division of Personnel **rules and regulations**? If so, then you should join us for *Personnel Transactions in State Government*.

In this program, you will learn the central elements of the Division of Personnel's **policies and procedures**, recruitment and hiring processes, classification and compensation system, employee communication and information functions, employee relations practices and training and development services.

Join us for this highly informative program and have your questions answered by Division of Personnel administrators and staff.

schedule

Tuesday	March 17	9AM – 4PM	National Guard Armory– Gymnasium
Tuesday	June 30	9AM – 4PM	WVSTC – Capitol Room
Tuesday	September 29	9AM – 4PM	WVSTC – Capitol Room
Thursday	October 15	9AM – 4PM	WVSTC – Capitol Room



Preventing Harassment:

A Shared Responsibility



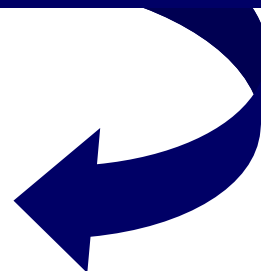
Audience: Managers and Supervisors

Program Track: HRF 100

DOP-Policy 18: Component I

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 3 Hours



The Division of Personnel's Interpretive Bulletin DOP-B6, "**Illegal Workplace Harassment Prohibited**," deals with **all types of harassment in the workplace** including, but not limited to, sexual harassment, race, age, religion, national origin, ancestry and gender.

DOP-B6 requires that all managerial and supervisory personnel be trained in its implementation. This class is designed to support managers' and supervisors' compliance with the interpretation and application of existing laws and policies regarding harassment, and also to sensitize managerial and supervisory employees to the social changes affecting today's culturally diverse workforce.

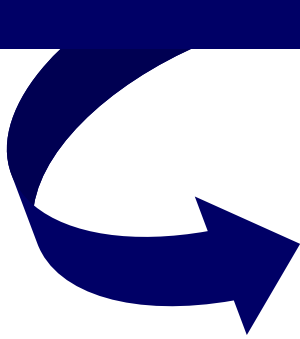
Preventing Harassment: A Shared Responsibility provides you with the **information** you need to **protect the rights and interests of your employees, your agency, and your customers.**

schedule

Monday	May 4	1PM-4PM	WVSTC — Regents Room
Thursday	May 7	9AM — NOON	WVSTC — Regents Room
Friday	June 26	9AM — NOON	WVSTC — Capitol Room
Thursday	July 9	9AM — NOON	WVSTC — Capitol Room
Tuesday	September 8	9AM — NOON	WVSTC — Capitol Room



Providing Exceptional Customer Service



Audience: All Employees
Program Track: CCS 100
Elective: Continuing Education
Instructor: Mary Bolton, M.S.
Contact Hours: 3 Hours



Customer service is imperative in today's organization. As we provide services to the citizens of our state and our co-workers, we are continuously challenged to improve our skills.

In this program, you will **learn listening skills** to competently **deal with customer needs** and **problem analysis skills** to **enhance your ability** to handle sensitive customer situations. You will also learn the five main reasons customers complain, so you can avoid these costly mistakes.

Customer satisfaction is the life blood of any successful organization. Learn how you can contribute to the effectiveness of your agency by providing exceptional customer service.

schedule

Wednesday	March 18	9AM – NOON	WV State Police Academy
Tuesday	July 14	9AM – NOON	WV State Police Academy



Rewards and Recognition in the Public Sector



Audience: Managers and Supervisors

Program Track: LMD 200

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.

Contact Hours: 6 Hours

How do you create a work environment that promotes employee engagement and satisfaction? How do you reward and recognize employees with non-monetary methods? How do you retain your most talented employees in a competitive job market?

These questions have challenged public sector managers for years. While there are no easy answers or simple shortcuts, research provides guidance on how you can **create a better work environment** and **show your appreciation** for the efforts of your employees.

This interactive program will provide guidance on how to:

- Adopt a holistic approach to rewards and recognition;
- Enhance the work environment to help make work more satisfying and engaging; and
- Involve employees in efforts to make work more rewarding.

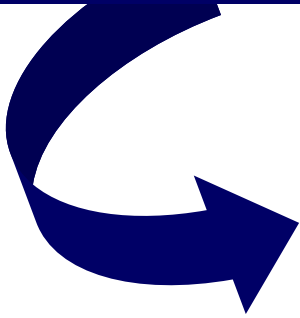
If you need a fresh perspective on how to show your appreciation to your employees, enroll in *Rewards and Recognition in the Public Sector*.

schedule

Tuesday	February 10	9AM – 4PM	Public Service Commission
Tuesday	June 30	9AM – 4PM	WVSTC – Regents Room
Wednesday	September 9	9AM – 4PM	WVSTC – Regents Room



Running Effective Meetings



Audience: All Employees

Program Track: LMD 100

Elective: Continuing Education

Instructor: Taella Woolfolk-Hill, M.S., Ed.S.

Contact Hours: 12 Hours



Meetings are an everyday occurrence in today's workplace. In addition to workplace meetings, nearly everyone, at one time or another, has attended meetings as a member of a professional society, civic association, service club or religious group. We want meetings to be a source of satisfaction and accomplishment; however, all too often this is not the case.

This program is designed to help you **improve the quality of meetings** you attend, either as leader or a participant. It begins with the premise that productive, engaging meetings are possible.

In this practical session, you will learn the skills and steps necessary for planning and conducting effective meetings. Application of your learning will result in meetings that maximize resources, boost attendee satisfaction, and deliver valuable outcomes.

schedule

Monday—
Tuesday

April 27-28

9AM — 4PM

WVSTC — Capitol Room



The Drug-Free Workplace



Audience: Managers and Supervisors

Program Track: HRF 100

DOP-Policy 18: Component I

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 3 Hours

The Drug-Free Workplace Act of 1988 mandates a drug and alcohol-free workplace for West Virginia State agencies. This half-day program helps to ensure compliance with the Act. It also provides managers and supervisors with information to help them maintain a safe and healthy workplace.

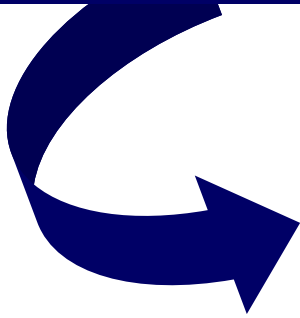
In *The Drug-Free Workplace*, we will identify the common characteristics of a troubled employee and define the guidelines established in the West Virginia Drug and Alcohol-Free Workplace Policy (DOP-P2). We will also discuss the duties of managers and supervisors to ensure their employees are in compliance with this policy and are aware of the Employee Referral Program.

By attending this training, you will understand **federal compliance requirements**, the mandates of the **WV Drug-and-Alcohol-Free Workplace policy**, and become more aware of the **resources available to state employees**.

schedule	Monday	May 4	9AM—NOON	WVSTC—Regents Room
	Thursday	May 7	1PM — 4PM	WVSTC—Regents Room
	Friday	June 26	1PM — 4PM	WVSTC—Capitol Room
	Thursday	July 9	1PM — 4PM	WVSTC—Capitol Room
	Friday	September 11	9AM—NOON	WVSTC—Capitol Room
	October Session	October Conference	TBD	Morgantown, WV



Workplace Safety: Your Responsibility



Audience: Managers and Supervisors

Program Track: HRF 200

DOP-Policy 18: Component III

Instructor: Taella Hill, M.S., Ed.S.

Guest Speakers: Jeremy Wolfe, BRIM; Jennifer Burgess, DOL,
John Bowyer, Assistant Director ER

Contact Hours: 6 Hours



In order to maximize productivity, supervisors and managers must ensure that their employees are in a safe environment.

This class will show you how to create a **safe work environment** for you employees. You will receive practical applications of ways they can **prevent unsafe conditions** in the workplace. You will also be given examples of an **agency safety initiative**.

Join us to learn how to ensure a safe and healthy work environment for you employees.

schedule

Thursday	February 19	9AM – 4PM	National Guard Armory—Gymnasium
Tuesday	May 19	9AM – 4PM	WVSTC—Capitol Room
Wednesday	July 15	9AM – 4PM	WV State Police Academy
Tuesday	August 11	9AM – 4PM	WVSTC—Capitol Room



Writing for Results



Audience: All Employees

Program Track: CCS 300

Elective: Continuing Education

Instructor: Nicole Michaelis, M.A., M.P.A.

Contact Hours: 12 Hours; 12 CPEs approved through the WV Board of Accountancy

In the business world, we often introduce ourselves to others via our written correspondence. Because our writings have the potential to shape others' perceptions of us, our abilities, and, often our agencies, it is imperative that all correspondence be succinct, accurate, and free of error.

In this two-day course, you will learn tips and strategies for **improving your emails, letters, memos, and reports**. Specific areas to be addressed include:

- Using correct grammar;
- Selecting the appropriate tone;
- Selecting the right format;
- Preparing drafts; and
- Editing and proofreading your writing.

If you correspond with others in writing, join us for this class and make your first impression an outstanding one!

Note: This class may require the participant to send a representative writing sample prior to the course so instruction can be tailored to the needs of the group.

schedule

Wednesday— Thursday	April 8-9	9AM — 4PM	WV Division of Rehabilitation Services
Wednesday— Thursday	July 29-30	9AM — 4PM	WVSTC — Regents Room
Tuesday— Wednesday	September 29-30	9AM — 4PM	DEP—Coopers Rock Room





Center for Quality Government

Supervising for Success I: Fundamentals of Supervision



Audience: All new Supervisors and those preparing for leadership responsibilities

Program Track: LMD 100

DOP-Policy 18: Component II

Instructors: Mary Bolton, M.S., and Nicole Michaelis, M.A., M.P.A.

Guest Speakers: Otis G. Cox, Director of Personnel, and Evie Davis, Assistant Director OHRD

Contact Hours: 18 Hours

The choices made during a new supervisor's first year can set the tone for his or her entire tenure in a supervisory position, so making the best decisions from the beginning is important.

During this highly interactive, three-day program, you will identify your personal strengths and weaknesses, assess roles supervisors and managers play, and examine **models of supervision** and management. You will **receive tools** that will help you to make better decisions and avoid first-year supervisory pitfalls.

Specifically, you will learn how to:

- Make lawful and ethical decisions;
- Identify factors that drive and inhibit employee **performance**;
- Build and maintain relationships; and
- Establish **credibility**,



Being a new supervisor/manager can be a complex transition. Make sure you have the knowledge and skills you need to make the change as successful as possible.

schedule

Tues-Wed-Thurs	February 24-26	9AM — 4PM	National Guard Armory—Gymnasium
Tues-Wed-Thurs	March 24-26	9AM — 4PM	National Guard Armory—Gymnasium
Tues-Wed-Thurs	June 16-18	9AM — 4PM	WVSTC — Capitol Room
Tues-Wed-Thurs	July 21-23	9AM — 4PM	WVSTC — Capitol Room
Tues-Wed-Thurs	August 25-27	9AM — 4PM	WVSTC — Capitol Room
Tues-Wed-Thurs	December 8-10	9AM — 4PM	WVSTC — Capitol Room



Supervising for Success II: Leadership Essentials



Audience: Managers and Supervisors, and Graduates of *Supervising for Success I: Fundamentals of Supervision*

Program Track: LMD 200

Elective: Continuing Education

Instructors: Mark Isabella, M.A., C.P.T., and Taella Woolfolk-Hill, M.S., Ed.S.

Guest Speakers: TBA

Contact Hours: 20 Hours

This interactive, three-day program is designed to provide experienced supervisors and mid-level managers with the skills they need to be successful in a complex work environment. Specifically, managers will learn how to more effectively:

- Enhance communication;
- Deal with conflict;
- Set goals and objectives;
- Build teamwork;
- Manage diversity;
- Solve tough problems; and
- Make sound decisions.



Participants will practice these valuable skills in a dynamic and engaging classroom setting. If you are ready to take the next step in improving your leadership skills, *Leadership Essentials* is the program for you!

schedule

Tues-Wed-Thurs	June 23-25	9AM – 4PM	Department of Environmental Protection (DEP)
Tues-Wed-Thurs	July 28-30	9AM – 4PM	WVSTC – Capitol Room
Tues-Wed-Thurs	August 18-20	9AM – 4PM	WVSTC – Capitol Room
Tues-Wed-Thurs	October 20-22	9AM – 4PM	WVSTC – Capitol Room
Tues-Wed-Thurs	December 1-3	9AM – 4PM	WVSTC – Capitol Room



Managing for Excellence I



Audience: All Mid- to Senior-level Managers, and Graduates of Supervising for Success I and II

Program Track: LMD 300

Elective: Continuing Education

Instructors: Evelyn Davis, M.A., Mark Isabella, M.A., C.P.T.

Guest Instructor: Dr. Dieter Schaupp, WVU

Contact Hours: 34 Hours

In this challenging five day program, participants **explore and practice key elements of effective management and leadership** including:

- Principled behavior and public stewardship;
- Relationship building;
- Strategic management;
- Team building; and
- Visionary leadership.



The program's interactive design will help you enhance your ability to **recognize, adapt to, and effectively manage the changing environment of state government**. The use of case studies, simulations, skill practice, and guided discussions ensure practical and relevant learning.

Attend *Managing for Excellence* and make an investment in your professional development and personal growth.



Managing for Excellence II: The New Realities



Audience: Graduates of MFE I, Mid- to Senior-level Executives

Program Track: LMD 400

Elective: Continuing Education

Instructors: Evelyn Davis, M.A., Mark Isabella, M.A., C.P.T.,

Contact Hours: 28 Hours

This four-day, off-site program brings together past participants of *Managing for Excellence* to examine **the management function within the context of a political environment**.

Using case study methodology and group discussion, participants distinguish between practical and political authority, examine commonalities, challenge existing assumptions, and explore creative solutions.

The New Realities challenges participants to **practice critical thinking skills** as they evaluate the changing demands of public sector leadership.

Join us for this dynamic management program, and learn how to thrive in the ever-changing environment of state government.



Managing for Excellence III: Beyond Boundaries



Audience: Graduates of MFE II, Senior-level Executives

Program Track: LMD 500

Elective: Continuing Education

Instructors: Evelyn Davis, M.A., Mark Isabella, M.A., C.P.T.

Contact Hours: 28 Hours

Are you struggling to implement change in your organization? Are you searching for ways to help your organization move to a higher level of performance? If so, then you owe it to yourself to attend *Managing for Excellence III: Beyond Boundaries*.

The purpose of *Managing for Excellence III* is to improve your skills in leading organizational change. An emphasis is placed on the development of practical skills for **improving individual, team, and organizational performance while enhancing stakeholder relationships**. This interactive, high-energy program provides leaders with the tools and strategies needed to facilitate change in state government. Through simulation, discussions, and group activities, participants will learn tested strategies for **establishing vision, developing strategy, building coalitions, and leading change**.

If your organization is in transition (and what organization isn't), you need to attend *Beyond Boundaries* and unlock the mysteries of change leadership.



Train-the-Trainer: Developing Learning Leaders



Audience: Potential DOP Adjunct Instructors, Guest Instructors, managers, and workplace learning professionals

Program Track: LMD 400/PPE 500

Elective: Continuing Education

Instructor: Mark Isabella, M.A., C.P.T.,
Adjunct Instructor Program Manager

Contact Hours: 27 Hours

This four-day program provides participants with the strategies and techniques for the effective delivery of results-oriented training programs.

This course focuses on the **fundamental concepts of adult learning** and the **use of active training methods**. Participants in *Train-the-Trainer* will learn how to:



- Apply the principles of adult learning, group dynamics, classroom management, and participative classroom instruction;
- Lead and guide group discussions;
- Use a variety of instructional methodologies, including icebreakers, lecturettes, case studies, role plays, simulations, instructional games, debriefing activities, and closers; and
- Use instructional aids and media.

While this program is primarily designed for the novice trainer, experienced trainers will discover new and useful techniques to add to their repertoire. Each participant will have opportunities to facilitate activities in a safe and supportive environment.

***Note:** This program is designed for those who will be serving as adjunct or guest instructors/ speakers in the Division of Personnel's Adjunct Instructor Program. If you are interested in attending Train-the-Trainer, please contact Mark Isabella at mark.d.isabella@wv.gov.*

schedule

Tuesday-
Friday

November 3-6

9AM – 5PM

WVSTC – Capitol Room





Schedule-At-A-Glance

January 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>Legislative Intern Training</i>	January 16	Friday	WVSTC—Capitol Room

February 2009

Sun	Mo	Tue	We	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>Rewards and Recognition in the Public Sector</i>	February 10 9AM-4PM	Tuesday	Public Service Commission
<i>Managing and the Law</i>	February 11 9AM-4PM	Wednesday	National Guard Armory—Gymnasium
<i>Discipline and Documentation</i>	February 12 9AM-4PM	Thursday	DEP—Coopers Rock Room
<i>Employee Performance Appraisal I: Policy and Forms</i>	February 13 9AM-NOON	Friday	DOH District One Dry Branch
<i>Energy Management</i>	February 17 9AM-4PM	Tuesday	WV Division of Culture and History—Green Room
<i>Managing and the Law</i>	February 17 9AM-4PM	Tuesday	SRS Huntington DOH District 2
<i>Managing and the Law</i>	February 18 9AM-4PM	Wednesday	SRS Huntington DOH District 2
<i>Workplace Safety: Your Responsibility</i>	February 19 9AM-4PM	Thursday	National Guard Armory—Gymnasium
<i>Attendance Management</i>	February 20 9AM-4PM	Friday	Public Service Commission
<i>Managing and the Law</i>	February 24 9AM-4PM	Tuesday	SRS Charleston DOH District 1 Smith Street
<i>Managing and the Law</i>	February 25 9AM-4PM	Wednesday	SRS Charleston DOH District 1 Smith Street
<i>Supervising for Success I: Fundamentals of Supervision</i>	February 24-26 9AM-4PM	Tuesday-Thursday	National Guard Armory—Gymnasium

March 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

<i>Saltshaker Theory Leadership Training</i>	March 4 1PM-4PM	Wednesday	<i>WV Division of Culture and History—Director's Conference Room</i>
<i>Discipline and Documentation</i>	March 10 9AM-4PM	Tuesday	<i>DEP—Coopers Rock Room</i>
<i>Managing and the Law</i>	March 11 9AM-4PM	Wednesday	<i>National Guard Armory—Gymnasium</i>
<i>Employee Performance Appraisal I: Policy and Forms</i>	March 12 9AM-NOON	Thursday	<i>DOH District 1 Dry Branch</i>
<i>Personnel Transactions in State Government</i>	March 17 9AM-4PM	Tuesday	<i>National Guard Armory—Gymnasium</i>
<i>Managing and the Law</i>	March 17 9AM-4PM	Tuesday	<i>SRS Clarksburg DOH District 4</i>
<i>Managing and the Law</i>	March 18 9AM-4PM	Wednesday	<i>SRS Clarksburg DOH District 4</i>
<i>Providing Exceptional Customer Service</i>	March 18 9AM-NOON	Wednesday	<i>WV State Police Academy</i>
<i>Dealing with Upset and Angry Customers</i>	March 18 1PM-4PM	Wednesday	<i>WV State Police Academy</i>
<i>Leadership At The Movies</i>	March 19 9AM-4PM	Thursday	<i>WV State Police Academy</i>
<i>Heading Into Retirement: Planning for a Secure Future</i>	March 20 9AM-4PM	Friday	<i>DEP—Coopers Rock Room</i>
<i>Supervising for Success I: Fundamentals of Supervision</i>	March 24-26 9AM-4PM	Tuesday—Thursday	<i>National Guard Armory—Gymnasium</i>
<i>Listening: More Than Just Hearing</i>	March 27 9AM-NOON	Friday	<i>WV Division of Rehabilitation Services</i>
<i>Back on Track: Minimizing Time Wasters</i>	March 30 9AM-NOON	Monday	<i>WV Division of Rehabilitation Services</i>

April 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>SRS for Culture and History 'Attendance Management'</i>	April 1 9AM-NOON	Wednesday	<i>SRS WV Division of Culture and History—Green Room</i>
<i>SRS for Culture and History 'Attendance Management'</i>	April 1 1PM-4PM	Wednesday	<i>SRS WV Division of Culture and History—Green Room</i>
<i>Attendance Management</i>	April 7 9AM-4PM	Tuesday	<i>WVSTC—Capitol Room</i>
<i>Employee Performance Appraisal I: Policy and Forms</i>	April 8 9AM-NOON	Wednesday	<i>WVSTC—Regents Room</i>
<i>Writing for Results</i>	April 8-9 9AM-4PM	Wednesday- Thursday	<i>WV Division of Rehabilitation Services</i>
<i>Leadership At The Movies</i>	April 10 9AM-4PM	Friday	<i>National Guard Armory— War Room</i>
<i>SRS for DEP at Pipestem</i>	April 16 8AM-NOON	Thursday	<i>Pipestem State Park Resort</i>
<i>Workplace Safety: Your Responsibility</i>	April 21 9AM-4PM	Tuesday	<i>SRS DOH District 3 Parkersburg</i>
<i>Workplace Safety: Your Responsibility</i>	April 22 9AM-4PM	Wednesday	<i>SRS DOH District 3 Parkersburg</i>
<i>Business Etiquette and Professionalism</i>	April 23-24 9AM-4PM	Thursday-Friday	<i>WVSTC—Capitol Room</i>
<i>Running Effective Meeting</i>	April 27-28 9AM-4PM	Monday-Tuesday	<i>WVSTC—Capitol Room</i>
<i>Harassment in the Workplace: Employee Awareness</i>	April 29 9AM-NOON	Wednesday	<i>WVSTC—Capitol Room</i>

May 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>The Drug-Free Workplace</i>	May 4 9AM-NOON	Monday	WVSTC—Capitol Room
<i>Preventing Harassment: A Shared Responsibility</i>	May 4 1PM-4PM	Monday	WVSTC—Capitol Room
<i>Coaching and Developing Employee Performance</i>	May 5-6 9AM-4PM	Tuesday- Wednesday	DEP—Coopers Rock Room
<i>Preventing Harassment: A Shared Responsibility</i>	May 7 9AM-NOON	Thursday	WVSTC—Regents Room
<i>The Drug-Free Workplace</i>	May 7 1PM-4PM	Thursday	WVSTC—Regents Room
<i>Managing and the Law</i>	May 7 9AM-4PM	Thursday	WVSTC—Capitol Room
<i>Discipline and Documentation</i>	May 8 9AM-4PM	Friday	DEP—Coopers Rock Room
<i>SRS Culture and History</i>	May 8 9AM-NOON	Friday	WV Division of Culture and History—Green Room
<i>SRS Culture and History</i>	May 8 1PM-4PM	Friday	WV Division of Culture and History—Green Room
<i>Managing for Excellence I</i>	May 11-15 9AM-5PM	Monday—Friday	WVSTC—Capitol Room
<i>Managing and the Law</i>	May 12 9AM-4PM	Tuesday	SRS—DOH District 6 Moundsville
<i>Managing and the Law</i>	May 13 9AM-4PM	Wednesday	SRS—DOH District 6 Moundsville
<i>Ethics in Action: Introduction to the WV Ethics Act</i>	May 19 9AM-10:30AM	Tuesday	WVSTC—Regents Room
<i>Employee Performance Appraisal I: Policy and Forms</i>	May 19 1PM-4PM	Tuesday	WVSTC—Regents Room
<i>Workplace Safety: Your Responsibility</i>	May 19 9AM-4PM	Tuesday	WVSTC—Capitol Room
<i>Finance for the Non-Financial Manager</i>	May 20-21 9AM-4PM	Wednesday- Thursday	WVSTC—Capitol Room
<i>Heading Into Retirement: Planning for a Secure Future</i>	May 22 9AM-4PM	Friday	WVSTC—Capitol Room
<i>High Performance Work Teams</i>	May 27-28 9AM-4PM	Wednesday- Thursday	WVSTC—Capitol Room
<i>Bridging the Gap: Communicating with the Deaf and Hard of Hearing</i>	May 28 10AM-3PM	88 Thursday	WVSTC—Regents Room

June 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>New Employee Orientation: Welcome to WV State Government</i>	June 1-30	Self-Paced	<i>Online Training</i>
<i>Managing and the Law</i>	June 9 9AM-4PM	Tuesday	<i>SRS DOH District 9 Lewisburg</i>
<i>Managing and the Law</i>	June 10 9AM-4PM	Wednesday	<i>SRS DOH District 9 Lewisburg</i>
<i>SRS Culture and History</i>	June 10 9AM-NOON	Wednesday	<i>WV Division of Culture and History—Green Room</i>
<i>SRS Culture and History</i>	June 10 1PM-4PM	Wednesday	<i>WV Division of Culture and History—Green Room</i>
<i>Supervising for Success I: Fundamentals of Supervision</i>	June 16-18 9AM-4PM	Tuesday— Thursday	<i>WVSTC—Capitol Room</i>
<i>Know Your State Government</i>	June 18 9AM-4PM	Thursday	<i>WV Division of Culture and History—Green Room</i>
<i>Supervising for Success II: Leadership Essentials</i>	June 23-25 9AM- 4PM	Tuesday— Thursday	<i>DEP Coopers Rock Room</i>
<i>Preventing Harassment: A Shared Responsibility</i>	June 26 9AM-NOON	Friday	<i>WVSTC—Regents Room</i>
<i>The Drug-Free Workplace</i>	June 26 1PM-4PM	Friday	<i>WVSTC—Regents Room</i>
<i>Harassment in the Workplace: Employee Awareness</i>	June 26 9AM-NOON	Wednesday	<i>WVSTC—Capitol Room</i>
<i>Personnel Transactions in State Government</i>	June 30 9AM-4PM	Tuesday	<i>WVSTC—Capitol Room</i>
<i>Rewards and Recognition in the Public Sector</i>	June 30 9AM-4PM	Tuesday	<i>WVSTC—Regents Room</i>

July 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Training Program Title	Date/Time	Day of the Week	Location of Training
<i>New Employee Orientation: Welcome to WV State Government</i>	July 1-31	Self-Paced	Online Training
<i>Managing and the Law</i>	July 7 9AM-4PM	Tuesday	WVSTC—Capitol Room
<i>Discipline and Documentation</i>	July 8 9AM-4PM	Wednesday	WVSTC—Capitol Room
<i>Preventing Harassment: A Shared Responsibility</i>	July 9 9AM-NOON	Thursday	WVSTC—Capitol Room
<i>The Drug-Free Workplace</i>	July 9 1PM-4PM	Thursday	WVSTC—Capitol Room
<i>Providing Exceptional Customer Service</i>	July 14 9AM-NOON	Tuesday	WV State Police Academy
<i>Dealing with Upset and Angry Customers</i>	July 14 1PM-4PM	Tuesday	WV State Police Academy
<i>Ethics in Action: Introduction to the WV Ethics Act</i>	July 14 9AM-10:30AM	Tuesday	WVSTC—Regents Room
<i>Workplace Safety: Your Responsibility</i>	July 15 9AM-4PM	Wednesday	WV State Police Academy
<i>Business Etiquette and Professionalism</i>	July 16-17 9AM-4Pm	Thursday-Friday	WVSTC—Capitol Room
<i>Managing and the Law</i>	July 21 9AM-4PM	Tuesday	SRS DOH District 7 Weston
<i>Managing and the Law</i>	July 22 9AM-4PM	Wednesday	SRS DOH District 7 Weston
<i>Supervising for Success I: Fundamentals of Supervision</i>	July 21-23 9AM-4PM	Tuesday-Thursday	WVSTC—Capitol Room
<i>Supervising for Success II: Leadership Essentials</i>	July 28-30 9AM-4PM	Tuesday-Thursday	WVSTC—Capitol Room
<i>Writing for Results</i>	July 29-30 9AM-4PM	Thursday-Friday	WVSTC—Regents Room

August 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

- 11th** ***Workplace Safety: Your Responsibility***
To be held at the *West Virginia State Training Center*,
Capitol Room (9-4)
- 13th** ***Informal Learning***
To be held at the *West Virginia State Training Center*,
Capitol Room (9-4)
- 14th** ***Energy Management***
To be held at the Division of Culture and History, Green
Room (9-4)
- 18-20th** ***Supervising for Success II: Leadership Essentials***
To be held at the *West Virginia State Training Center*,
Capitol Room (9-4)
- 25-27th** ***Supervising for Success I: Fundamentals of Supervision***
To be held at the *West Virginia State Training Center*,
Capitol Room (9-4)
- 28th** ***Heading into Retirement: Planning for a Secure Future***
To be held at the *West Virginia State Training Center*,
Capitol Room (9-4)

September 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 1-30th** ***New Employee Orientation: Welcome to WV State Government***
Online Training
- 8th** ***Preventing Harassment: A Shared Responsibility***
To be held at the West Virginia State Training Center, Capitol Room (9-12)
- 8th** ***Employee Performance Appraisal I: Policy and Forms***
To be held at the West Virginia State Training Center, Capitol Room (1-4)
- 9th** ***Discipline and Documentation***
To be held at the West Virginia State Training Center, Capitol Room (9-4)
- 9th** ***Rewards and Recognition in the Public Sector***
To be held at the West Virginia State Training Center, Regents Room (9-4)
- 10th** ***Managing and the Law***
To be held at the West Virginia State Training Center, Capitol Room (9-4)
- 11th** ***The Drug-Free Workplace***
To be held at the West Virginia State Training Center, Capitol Room (9-12)
- 15-16th** ***Interpersonal Communication: Skills and Strategies***
To be held at the West Virginia State Police Academy (9-4)
- 17-18th** ***Finance for the Non-Financial Manager***
To be held at the West Virginia State Training Center, Capitol Room (9-4)
- 29th** ***Personnel Transactions in State Government***
To be held at the West Virginia State Training Center, Capitol Room (9-4)
- 29-30th** ***Writing for Results***
To be held at the Department of Environmental Protection, Coopers Rock Room (9-4)
- 30th** ***Heading into Retirement: Planning for a Secure Future***
To be held at the West Virginia State Training Center, Capitol Room (9-4)

October 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

- 1-31st** ***New Employee Orientation: Welcome to WV State Government***
Online Training
- 6-7th** ***Conflict Management***
To be held at the National Guard Armory, War Room (9-4)
- 8th** ***Bridging the Gap: Communicating with the Deaf and Hard of Hearing***
To be held at the West Virginia State Training Center, Regents Room (10-3)
- 15th** ***Personnel Transactions in State Government***
To be held at the West Virginia State Training Center, Capitol Room (9-4)
- 20th** ***Attendance Management***
To be held at the Department of Environmental Protection, Coopers Rock Room (9-4)
- 20-22nd** ***Supervising for Success II: Leadership Essentials***
To be held at the West Virginia State Training Center, Capitol Room (9-4)

November 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- 1-30th** ***New Employee Orientation: Welcome to WV State Government***
Online Training
- 3-6th** ***Train the Trainer: Developing Learning Leaders***
To be held at the *West Virginia State Training Center*, Capitol Room (9-5)
- 12th** ***Know Your State Government***
To be held at the Division of Culture and History, Green Room (9-4)
- 17th** ***Attendance Management***
To be held at the *West Virginia State Training Center*, Capitol Room (9-4)
- 19th** ***Bouncing Back From Burnout***
To be held at the Division of Culture and History, Green Room (9-4)
- 19th** ***Informal Learning***
To be held at the *West Virginia State Training Center*, Capitol Room (9-4)

December 2009

Sun	Mon	Tue	Wed	Thur	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

1-31st ***New Employee Orientation: Welcome to WV State Government***
Online Training

1st ***Employee Performance Appraisal I: Policy and Forms***
To be held at the West Virginia State Training Center, Regents Room (9-12)

1st -3rd ***Supervising for Success II: Leadership Essentials***
To be held at the West Virginia State Training Center, Capitol Room (9-4)

3rd ***Discipline and Documentation***
To be held at the West Virginia State Training Center, Regents Room (9-4)

8-10th ***Supervising for Success I: Fundamentals of Supervision***
To be held at the West Virginia State Training Center, Capitol Room (9-4)

11th ***Managing and the Law***
To be held at the West Virginia State Training Center, Capitol Room (9-4)



Reports and Forms



Program Enrollment Form

OHRD

☐ Mr. ☐ Ms. ☐ Mrs.

Identification

Number*: _____

*REQUIRED (see previous page)

Name: _____

Job Title: _____

Department: _____

Office Phone Number: _____

Division: _____

Office Fax Number: _____

Office Address: _____

E-Mail Address: _____

Print/type your name preference for your certificate: _____

Program Title: _____ Program Date: _____

Are you substituting for another enrolled participant?

☐ YES

☐ NO

If yes, what is his/her name? _____

Do you receive interdepartmental mail?

☐ YES

☐ NO

Do you supervise at least one other person?

☐ YES

☐ NO

If yes, how long have you been a West Virginia public sector supervisor:

☐ 0 – 1 Year

☐ 1 – 5 Years

☐ 5 – 10 Years

☐ 10 – 20 Years

☐ 20+ Years

Are you taking this course for Mandatory Contact Hours?

☐ YES

☐ NO

If you are interested in possible academic credit, indicate the level of college work completed:

☐ Some Classes

☐ Associate
(2 Years)

☐ Undergraduate
(4 years)

☐ Masters
.A/M.S./MBA

☐ Law
L.L.D./J.D.

☐ Doctorate
Ed.D./Ph.D.

Special accommodations required: _____

How did you learn of this class/course? _____

What do you expect to gain from taking this course? _____

Program(s) that you would like us to offer: _____

MAIL PROGRAM ENROLLMENT FORM TO:

Attention: OHRD Registrar

West Virginia Division of Personnel

Organization and Human Resource Development

State Capitol Complex

Building 6, Room B-456

1900 Kanawha Boulevard, East

Charleston, WV 25305-0139

FOR ADDITIONAL FORMS, ENROLLMENT INFORMATION, OR TO ARRANGE SPECIAL ACCOMODATIONS,

CONTACT: PHONE: 304/558-3950, ext. 57204 • FAX: 304/558-3327 • EMAIL: dop.registrar@wv.gov

VISIT OUR WEBSITE AT: www.state.wv.us/admin/personnel/ohrd

Identification Numbers

First-Time Enrollees:

The first time you enroll in a Division of Personnel training session, a unique identification number must be assigned to you. In the Organization and Human Resource Development section, we take the job of protecting the personal information of those who enroll in our courses very seriously. Please read our Privacy Notice below for further information on the use of identification numbers. To increase the security of your personal identification, we request that first-time enrollees do not use our online enrollment form. Instead, contact the OHRD Registrar at 558-3950 x.57204 to complete your participant record prior to enrolling in the course. Just as in registering for college, you will be asked to provide contact information and your Social Security number. Upon completion of your participant record, an identification number will be assigned to you (usually the last four digits of your Social Security number).

Previously Registered Enrollees:

After you have a complete participant record with the Division of Personnel (i.e., after your first enrollment), you may enroll for subsequent classes using only the last four digits of your Social Security number as your identification number. You may enroll using the online form or via the printable version depending upon your own preferences.

Privacy Notice

Disclosure of your Social Security number should only be made if obtained from you in accordance with Section 7 of the Privacy Act of 1974. Your disclosure is voluntary and failure to provide the number will not subject you to penalty. The purpose of this request is to record your enrollment and completion of the class for which you are attempting to enroll. We have authority to solicit your Social Security number pursuant to WV Code 29-6-1 et seq.



Training Report Request Form

OHRD

Please Print

☐ Mr. ☐ Ms. ☐ Mrs.

Identification
Number*: _____

Name: _____

Job Title: _____

Department: _____

Division: _____

Office Address: _____

City: _____

State: _____ Zip Code: _____

Office Phone Number: _____

Office Fax Number: _____

E-Mail Address: _____

Do you supervise at least one other person?

☐ YES

☐ NO

If yes, have you had more than one year of public sector management experience?

☐ YES

☐ NO

MAIL TRAINING REPORT REQUEST FORM TO:

Attention: OHRD Registrar
West Virginia Division of Personnel
Organization and Human Resource Development
State Capitol Complex
Building 6, Room B-456
1900 Kanawha Boulevard, East
Charleston, WV 25305-0139

FOR ADDITIONAL INFORMATION CONTACT:

PHONE: 304/558-3950, ext. 57204 • FAX: 304/558-3327 • EMAIL: dop.registrar@wv.gov

VISIT OUR WEBSITE AT: www.state.wv.us/admin/personnel/ohrd

Privacy Notice

*Disclosure of your Social Security number should only be made if obtained from you in accordance with Section 7 of the Privacy Act of 1974. Your disclosure is voluntary and failure to provide the number will not subject you to penalty. The purpose of this request is to record your enrollment and completion of the class for which you are attempting to enroll. We have authority to solicit your Social Security number pursuant to WV Code 29-6-1 et seq.



STATE OF WEST VIRGINIA

DEPARTMENT OF ADMINISTRATION

WV DIVISION OF PERSONNEL

ORGANIZATION AND HUMAN RESOURCE DEVELOPMENT

1900 KANAWHA BOULEVARD, EAST

STATE CAPITOL COMPLEX

BUILDING 6, ROOM B-456

CHARLESTON, WV 25305

TELEPHONE: 304.558.3950 EXT. 57204

FAX: 304.558.3327

Joe Manchin, III
Governor

Robert W. Ferguson, Jr.
Cabinet Secretary

SPECIAL REQUEST FOR SERVICES FORM

Note: OHRD staff may require additional information from the contact to better understand/assess the request.

CONTACT INFORMATION			
Department/Organization		Division	Section
Contact Name <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.		Address	
Job Title			
Telephone Number	Fax Number	Email	
Requester's Signature		Date	
<i>* Note: A requester must have the authority to enter into contract agreements and reimburse services from other agencies.</i>			
REQUEST FOR SERVICE			
What problem(s) are you trying to address? What improvements are you seeking to make?			
How may OHRD assist you and/or your agency?			
<p>Please submit request to: Mail: OHRD, c/o Special Request for Services Coordinator 1900 Kanawha Blvd. East, State Capitol Complex, Bldg. 6, Room B-456, Charleston, WV 25305 or FAX: 304.558.3327</p>			
OHRD receives numerous special requests for services. While we understand urgent situations occur that require immediate attention, we ask that you make every effort to submit your special request for service a minimum of 6 months to 1 year in advance			
Preferred 2009 Dates: <input type="checkbox"/> January <input type="checkbox"/> March <input type="checkbox"/> May <input type="checkbox"/> July <input type="checkbox"/> September <input type="checkbox"/> November <input type="checkbox"/> February <input type="checkbox"/> April <input type="checkbox"/> June <input type="checkbox"/> August <input type="checkbox"/> October <input type="checkbox"/> December			
OHRD OFFICE USE ONLY			
Received:	Notes:	A D	
Database:		Letter:	
AD:			



STATE OF WEST VIRGINIA

DEPARTMENT OF ADMINISTRATION
WV DIVISION OF PERSONNEL

ORGANIZATION AND HUMAN RESOURCE DEVELOPMENT

"Facilitating Learning, Guiding Visionary Change Efforts, Improving Performance"

1900 KANAWHA BOULEVARD, EAST
STATE CAPITOL COMPLEX
BUILDING 6, ROOM B-456
CHARLESTON, WV 25305
TELEPHONE: 304.558.3950 EXT. 57204
FAX: 304.558.3327

Joe Manchin, III
Governor

Robert W. Ferguson, Jr.
Cabinet Secretary

Tari Crouse
Acting Director of Personnel

Evelyn Davis
Assistant Director

1

WV STATE TRAINING CENTER RESERVATION REQUEST FORM

Room reservations are processed on a first-come, first-served basis. This form is only a request and does not guarantee a room until it is processed and confirmed by OHRD. **PLEASE PRINT.** *Return completed form to the WVSTC Scheduler at address above.*

CONTACT INFORMATION

Department/Organization		Division	Section
Contact Person	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.	Address	
Job Title			
Telephone	Fax	Interdepartmental Mail: YES or NO	Email

THIRD PARTY INFORMATION (IF APPLICABLE)

Organization Name	Contact Person/Job Title	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr.
Address	Job Title	Email
	Telephone	Fax

EVENT DETAILS

Name of Event (Official Name)			
Purpose of Event			
Date of Event		Please include Alternate Dates (if flexible)	
Event Start Time	AM / PM	*Need access before start time?	AM / PM
Event End Time	AM / PM	*Need access after end time?	AM / PM
*Events that take place outside of regular working hours (8AM-5PM, Monday-Friday) – User must receive access approval from Protective Services 558-9911 and General Services 558-2317. Additional fees may be involved.			
Maximum number of people expected to attend event:		Estimated security checkpoint time/s:	

ROOM DETAILS - Location Requested (check all possible options AND/OR please specify preference):

- ☐ Regents Room [former Room B] (Specs: 40'L x 20'W; 35 person maximum)
☐ Capitol Room [former Room C] (Specs: 74'L x 40'W; 150 person maximum)

BY SIGNING THIS REQUEST FORM, THE USER HAS COMPLETELY READ AND UNDERSTOOD THE *WV STATE TRAINING CENTER* GUIDELINES AND AGREES TO COMPLY AND BE BOUND BY THE TERMS OF SUCH AGREEMENT. A USE AGREEMENT MUST BE ON FILE WITH OHRD BEFORE CONFIRMATION OF RESERVATION WILL BE GRANTED.

AUTHORIZED SIGNATURE (USER)

PRINTED NAME AND JOB TITLE

DATE SIGNED

OHRD OFFICE USE ONLY

Received: A / D	Database: Letter:	Authorized Signature (OHRD)	Date Signed	Comments:
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NOTES